(54) Title: A SYSTEM FOR EVENT REGISTRATION MANAGEMENT
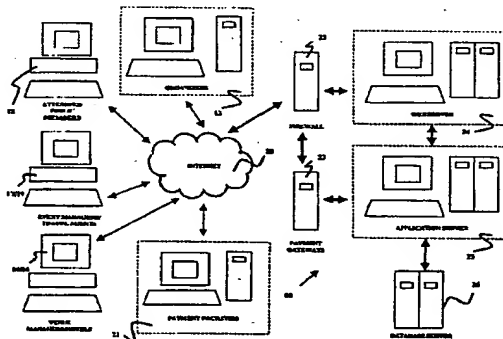
(57) Abstract: A network-enable system for providing event registration management services to event organizers and attendees is provided. The system comprises a network server for processing documents retrievable and viewable via a network by event organizers and attendees for providing information thereto and retrieving information therefrom, and an application server for generating the documents and providing the control logic for providing information to and retrieving information from the event organizers and attendees. The system also comprises a database server for storing and managing the information as data in a database, the data comprising data regarding details of an event including time and venue thereof, and registration fee therefor the event being organized by an event organizer and the details for informing an event attendee regarding the event, data regarding information for preparing registration documents for registering the event attendee for the event, and data regarding registration documents for registering the event attendee for the event, and data regarding registration information in response to the registration documents, the registration information for registering the event attendee and paying the registration fee. The application server uses the data regarding the preparation information for dynamically generating the documents by which the event organizer retrieves the registration information from the event attendee.

A SYSTEM FOR EVENT REGISTRATION MANAGEMENT

Field of Invention

The invention relates generally to event registration management. In particular, the invention relates to a Web-enabled event registration management system.

Background

Most business entities providing registration services to organizers of events such as exhibitions, conferences, seminars, trade shows, meetings, and the like, which lead to business-to-business (B2B) transactions between registration service providers and the organizers, currently process registrations communicated by fax, e-mail, postal mail and telephone. Registration information is subsequently extracted from such correspondences and manually inputted into a registration database. Such a database is, however, only immediately accessible to the registration service providers, and thus the registration information is not readily available to the organizers. Reports providing details on or updates of registration status to the organizers are typically generated after the registration service providers collate the registration information, and therefore are delayed in reaching the organizers. Also, event attendees who sign up or register for and attend such events through the registration service providers, leading to business-to-business-consumer (B2B2C) transactions involving the organizers, registration service providers and attendees, receive delayed registration confirmation as a result of time-consuming manual handling of registration information.

There are different ways by which registration services are currently provided, and a number of which involve the use of the Internet and Web technology, namely Web sites and Web-enabled features.

One type of Web-enabled registration service relates to that provided directly by event organizers, for example companies, government bodies, exhibition and convention organizers. However, this type of registration service is mainly restricted to certain B2B2C

transactions where organizers provide on Web sites registration facilities for registration by attendees for events organized only by the organizers. Such registration facilities are typically limited in resources, and where databases are used in relation to registration processes, such databases are limited insofar as data therein because the information conveyed by such data is meant only for the organizers' internal use. Another limitation is the Web-enabled registration facility is not linked to the organizers' internal database. This means that a semi-automated or human intervention is required to transfer data captured on the Internet to the organizers' internal database.

Moreover, such registration facilities usually do not cater to quick modes of payment or other forms of instant settlement such as electronic or online payment, or provide electronic or online hotel reservation or management. Furthermore, the processing of registration information typically heavily involves much "backroom" operation or manual handling, which for business efficacy purposes is highly undesirable.

Furthermore, such type of Web-enabled registration service may also relate to those services within the context of a company in which there are different departments or divisions independently organizing different events. Therefore, any registration database used is stored, captured or maintained independently and separately by each department or division. There is no central or consolidated registration database for the company as a whole, which often requires manual involvement and time consuming consolidation.

Even furthermore, such type of Web-enabled registration service may have closeout periods during which registration is closed, since any registration database used needs to be transferred manually to any on-site database at the event venue for continuing with on-site registration. During this closeout period, the organizers may lose any potential new registration.

Another type of Web-enabled registration service relates to that provided by government bodies, offices or organizations. Typically, the target audience of events organized by such government agencies includes trade visitors and others who are related to or associated with internal and external trade matters of the various concerned economies. Hence, such registration service providers typically provide registration facilities on Web sites which do not target attendees who make up the general public but rather specific types of trade-related attendees. These registration facilities also do not cater for online payment

since each different event is usually managed by a different government agency and therefore payment-receiving accounts are kept separated. Moreover, such registration service providers do not typically integrate into the registration facilities hotel reservation and management services.

A further type of Web-enabled registration service relates to that provided by reservation systems organizations. Such organizations typically include in event management services for events held by organizers, registration services for the same events by providing relevant Web sites. Although such registration service providers apply to both B2B and B2B2C transactions and therefore provide services to both organizers and attendees of events, a number of disadvantages may be identified. In relation to registration forms used for registration purposes, samples of these are typically sent to such registration service providers by fax or mail, and from the samples the registration service providers prepare templates with which attendees register for the events for posting on the Web sites. If the organizers do not provide the samples, the organizations would usually use preformatted templates for registration. Such an inflexible method of preparing registration forms imposes on the organizers the onus and responsibility to create and prepare registration forms, which may be a time-consuming task especially if the organizers lack experience in such preparations, or the acceptance of preformatted registration forms, which may not be totally suitable for certain events. Moreover, these registration service providers typically focus on services such as hotel reservation and confirmation, and travel management. By focusing this way these registration service providers unduly limit the scope of services the registration service providers provide, which results in not usually meeting all the needs of event organizers and attendees of events. Furthermore, the registration service providers usually own any database employed in relation to registration matters and therefore data in such a database is proprietary to the registration service providers. Since the database is usually not online, except the registration service providers, the organizers or others are unable to access the database immediately. For the organizers to access the information on the database, the registration service providers need to transfer the information on the database via conventional means such as spreadsheets to the organizers. This process requires data collation and format conversion and is therefore time consuming. The information conveyed by the data can therefore be only given to or used by the organizers in limited ways which the organizers have no control over or management of.

There is an apparent need for a system for providing Web-enabled event registration management service which applies to both B2B and B2B2C transactions and which alleviates at least one of the foregoing disadvantages of conventional registration services.

Summary

The disadvantages of conventional registration services are addressed by embodiments of the invention provided hereinafter. Such disadvantages include lack of integrated online and offline registration database management and reporting facility, and difficulty in accessing registration data and reports due to the manual management of registration database and the time-consuming conversion of data for reporting to event organizers. The disadvantages also include lack of consolidation, in companies having independent departmental/divisional event organization, of registration data within the companies, which therefore requires manual intervention and time-consuming data organization. The disadvantages further include lack of integrated online and offline registration payment facility. The disadvantages yet further include lack of integrated continuous pre-event and on-site registration facility.

In accordance with a first aspect of the invention, a network-enabled system for providing event registration management services to event organizers and attendees is provided. The system comprises a network server for processing documents retrievable and viewable via a network by event organizers and attendees for providing information thereto and retrieving information therefrom, and an application server for generating the documents and providing the control logic for providing information to and retrieving information from the event organizers and attendees. The system also comprises a database server for storing and managing the information as data in a database, the data comprising data regarding details of an event including time and venue thereof, and registration fee therefor, the event being organized by an event organizer and the details for informing an event attendee regarding the event, data regarding information for preparing registration documents for registering the event attendee for the event, and data regarding registration information in response to the registration documents, the registration information for registering the event attendee and paying the registration fee. The application server uses the data regarding the preparation information for dynamically generating the documents by which the event organizer retrieves the registration information from the event attendee.

In accordance with a second aspect of the invention, in a network-enabled system for providing event registration management services to event organizers and attendees, a method is disclosed. The method comprises the steps of processing via a network server, documents retrievable and viewable via a network by event organizers and attendees for providing information thereto and retrieving information therefrom, and generating the documents and providing the control logic for providing information to and retrieving information from the event organizers and attendees via an application server. The method further comprises the step of storing and managing via a database server, the information as data in a database, comprising storing and managing data regarding details of an event including time and venue thereof, and registration fee therefor, the event being organized by an event organizer and the details for informing an event attendee regarding the event, storing and managing data regarding information for preparing registration documents for registering the event attendee for the event, and storing and managing data regarding registration information in response to the registration documents, the registration information for registering the event attendee and paying the registration fee. The application server uses the data regarding the preparation information for dynamically generating the documents by which the event organizer retrieves the registration information from the event attendee.

In accordance with a third aspect of the invention, a computer program product for event registration management is disclosed, which comprises a computer usable medium having computer readable program code means embodied in the medium for providing, in a network-enabled system, event registration management services to event organizers and attendees. The computer program product includes computer readable program code means for processing via a network server, documents retrievable and viewable via a network by event organizers and attendees for providing information thereto and retrieving information therefrom, and computer readable program code means for generating the documents and providing the control logic for providing information to and retrieving information from the event organizers and attendees via an application server. The computer program product further includes computer readable program code means for storing and managing via a database server, the information as data in a database, comprising computer readable program code means for storing and managing data regarding details of an event including time and venue thereof, and registration fee therefor, the event being organized by an event organizer and the details for informing an event attendee regarding the event, computer readable

program code means for storing and managing data regarding information for preparing registration documents for registering the event attendee for the event, and computer readable program code means for storing and managing data regarding registration information in response to the registration documents, the registration information for registering the event attendee and paying the registration fee. The application server uses the data regarding the preparation information for dynamically generating the documents by which the event organizer retrieves the registration information from the event attendee.

Brief Description of Drawings

The embodiments of the invention are hereinafter described with reference to the following drawings, in which:

Figure 1 is a block diagram depicting entities that may use or access a Web-enabled event registration management system according to an embodiment of the invention;

Figure 2 is an illustration of interconnections and flow of data between the Web-enabled system of Figure 1 and various entities via the Internet and a private network;

Figures 3a and 3b are flow charts depicting a process of data and/or control flow by which event organizers use or access the Web-enabled system of Figure 1 for event registration management purposes;

Figures 4a to 4c are flow charts depicting processes of data and/or control flow, by which event attendees use or access the Web-enabled system of Figure 1 for event registration, amending registration information, and checking registration status, respectively;

Figures 5a to 5o provide screen shots of Web documents provided by the Web-enabled system of Figure 1 for displaying to and capturing from the organizers and attendees information in relation to event registration management;

Figure 6 is diagram depicting a physical data model of databases in relation to event registration management;

Figures 7a to 7d are bubble charts depicting data flow diagrams in relation to event registration management processes; and

Figure 8 illustrates a general-purpose computer by which the embodiments of the invention are preferably implemented.

Detailed Description

A system for providing Web-enabled event registration management service is provided according to an embodiment of the invention for application to both B2B and B2B2C transactions and which alleviates at least one of the foregoing disadvantages of conventional registration services. The Web-enabled event registration management system is hereinafter referred to generally as the system.

The target users of the system are event organizers and attendees, and other participating entities such as hotels providing lodging or rooming facilities during such events, event managers, and travel agents. The system provides services to the organizers for managing events and registering the attendees, and is thus suitable for application to both B2B and B2B2C transactions. Different organizers planning, managing and organizing different events of different nature or purpose may use the system without being constrained by resources, time, geographical, or political differences. Through the use of the Internet and Web technology, and the like networks and technologies, the system is able to operate online and be live all year round virtually without any downtime. This allows organizers to access information quickly for activities including planning operations, making decisions, and executing changes efficiently without delays.

Different attendees with different interests or preferences may use the system without expending too much effort while searching for suitable events or gathering information in relation to such events. Since the system provides an event registration management hub for the different organizers and attendees – a hub where organizers publicize events and process registration therefor, and attendees search and register for suitable events - the common usage of such a hub by these parties also means quicker access to and processing of information, and cheaper services and costs for all eventually. The target audience of the organizers is

also enlarged and the market focus widened because the number of attendees viewing publicized information regarding the events is multiplied by such a hub concept.

Preferably, the system allows resources to be shared out to the organizers which use the system, and this results in transferring the load of hosting and managing the resources from the organizers to a solution provider of the system. The tasks of data collection and storage in databases, and the collation of information conveyed by the data are undertaken by the system. Therefore, data mining, data warehousing, and other related activities are performed by the system. This way, the organizers are freed to do other useful things like planning and organizing better event content or analysis of registration information for organization and management for future events.

The system preferably also integrates online payment facilities, for service fees or costs payable either by the organizers who use the system or attendees who register for events, into the event registration management service. The online payment facilities additionally process other types of payments or finance transactions, for example that pertaining to the lodging or rooming of organizers' employees and attendees during the events.

Another event-linked process relating to hotel reservation and confirmation is also preferably integrated into the system. The system by hosting and managing a unique database related to hotel reservation enables participating hotels and attendees alike to keep abreast of hotel reservation and confirmation status online. This translates into quicker information access useful for making decisions and executing changes. For example, these hotels are able to obtain information such as rooming lists through the system and therefore plan for operation during the events.

The system preferably also allows the organizers to customize and view with little effort various reports containing information relating to various aspects of event registration, in addition to updates and amendments thereof. This is made possible by resources inherent to the system such as registration databases and a database engine for collating and processing data for reporting purposes. The database engine processes data in such databases unencumbered by or without interference from the solution provider of the system. Therefore, proprietary rights in the data relating to each event remain with each organizer, and privacy and confidentiality of the data is maintained.

Customization of registration forms for registering attendees is also achievable with the system because flexibility is preferably built into the system by the provision of options to select from a list of preformatted and standardized registration data entry fields, or to create new fields not found on such a list. Such a provision gives the organizers options to use standard registration forms by expending little effort and time, or create personalized registration forms for meeting unique requirements by expending slightly more effort and time. Typical registration details such as event registration categories and fees, official functions registration categories and fees, hotel registration categories and fees, and audit/payment details form the subject matter of the standard fields.

Preferably, the system also allows venue management organizations and hotels to directly interact and deal with the organizers regarding venue and lodging or rooming issues unencumbered by the solution provider of the system, and yet provide related support services. Such transactions remain obscure to the system, for example the terms of contracts between venue management organizations or hotels and the organizers is information which the system does not handle or process, but at the same time the system provides the relevant infrastructure, for example, for the attendees to access information provided by the venue management organizations or reserve and confirm hotel rooming. Hence, a private and confidential ambience is provided to cater to the competitive environment in the event registration management industry.

The functional and operational aspects of the system (hereinafter designated reference the numeral 10) in accordance with a preferred embodiment of the invention are described with reference to Figures 1 to 8.

Figure 1 is a block diagram depicting entities, organizations or individual members of the public that may use or access the system 10. Event organizers 12 may use the system 10 for management and registration of events that involve the participation of venue managers 14, hotels 16, event managers 17, and travel agents 19, which members of the public may register for and attend as attendees 18. The venue managers 14 provide the venue and facilities for conducting the events, and the hotels 16 provide the lodging or rooming facilities for employees of the organizers 12 attendant at the events, participants of the events such as exhibitors for exhibition events, and/or the attendees 18. The event managers 17 instead of independently using legacy event management systems for event registration

management, relies on the system 10 to provide enhanced event registration management services to existing clients. The travel agents 19 manage travel arrangements for the entities, organizations or individual members of the public that are present at the events. The organizers 12, the venue managers 14, the hotels 16 and the attendees 18 all have access to the system 10, but each uses the system 10 for a different reason or purpose. For example, the organizers 12 use the system 10 for several reasons, including: registering and paying for the event registration management services provided by the system 10; providing the system 10 with information for publishing details on the event; creating or customizing a registration form for registering the attendees 18; and requesting for reports on registration status. The venue managers 14 and the hotels 16 use the system 10 for checking attendance and rooming information, respectively, while the attendees 18 use the system 10 for registering for the events, and managing and planning for other similar events using the system 10.

Figure 2 is an illustration of interconnections and flow of data between the system 10 and the venue managers 14, the hotels 16, and the members of the public or attendees 18, preferably via the Internet 20. The organizers 12, the venue managers 14, the hotels 16, and the members of the public or attendees 18 may at any time and from anywhere use the system 10 by connecting to the Internet 20. The system 10 preferably by using standard Web technology provides Web enabled documents such as Web pages and Web forms for providing and receiving information. Even members of the public 18 who have not registered for any event are able to access the Web pages provided by system 10 for keeping abreast of information on new or future events.

Payment facilities 21 such as banks or the like financial institutions through which payment transactions are made and the system 10 are preferably interconnected via a payment gateway 22, for example, via a virtual private network involving the Internet 20. The payment facilities 21, for example, provide for B2B online credit card transactions between the solution provider of the system 10 and the organizers 12, and B2B2C online credit card transactions between the solution provider of the system 10, on behalf of the organizers 12, and the attendees 18. The credit card merchants in this instance are the solution provider of the system 10 in the B2B transactions, and the solution provider of the system 10 in the B2B2C transactions. Alternatively, offline payment transactions may be made using such payment means as bank drafts, checks, credit cards, and bank transfers.

The system 10 preferably includes a firewall 23, a Web server 24, an application server 25, and a database server 26. The firewall 23 is the front-end of the system 10, which provides protection for the system 10 from invasion practices such as hacking or data theft. All communications between the system 10 and the organizers 12, the venue managers 14, the hotels 16, and the members of the public or attendees 18 therefore go through the firewall 23. Communications in relation to payment transactions between the payment facilities 21 and the payment gateway 22 also go through the firewall 23.

The Web server 24 allows the Web-enabled event registration management service provided by the system 10 to be accessed on the Internet 20 using Web technology. The Web server 24 provides the Web pages and Web forms to the organizers 12 and the attendees 18, while the application server 25 processes information relating to these Web documents. For example, when the organizers 12 or the attendees 18 provide information to the system 10 by completing and submitting the respective Web forms, such information represented by data is retrieved by the system 10 via standard Web technology such as Common Gateway Interface (CGI) technology. The processing of such data using CGI technology occurs on the application server 25, and the retrieved information is then provided as input to the database server 26.

The application server 25 receives the information and processes such information for various requirements and under various conditions. For example, the application server 25 processes details of the organizers 12 and the related events for payment and data warehousing purposes, while processing details of events for publicizing on the Web pages provided by the system 10. The application server 25 also processes information regarding the attendees 18 in relation to the various events for which the attendees 18 have registered for payment and data warehousing purposes. In addition, the application server 25 collates information for reporting to the organizers 12 for data mining purposes. The application server 25 additionally communicates with the payment facilities 21 via the payment gateway 22 for processing the various B2B or B2B2C transactions between the organizers 12 and the solution provider of the system 10, or the organizers 12 and the attendees 18, respectively.

The database server 26 is dedicated to database storage and retrieval processes within the system 10 and includes the database engine. The database server 26 receives data from the application server 25 for data warehousing purposes as well as provides as input data to

the application server 25 for data mining purposes. The details of the organizers 12, related events, and the attendees 18, and information relating to registration, are collected as databases and processed, for example, as data tables which are interrelated or linked. The database server 26 processes such data tables preferably according to relational database techniques and includes a relational database management system.

The system 10 is based on a thin-client approach and is a three-tier server system, which includes an upper-tier server comprising the Web server 24 for providing the Web documents, and a lower-tier server comprising the database server 26 for storing and managing the relational databases using a database management system. The system 10 also includes middle-tier servers comprising the application server 25 and the payment gateway 22, hereinafter referred as a point-of-sales payment server 22. The point-of-sales payment server 22 performs the function of a commerce or merchant server for enabling the system 10 to interact with the payment facilities 21 in relation to online payment transactions.

A program for providing the control logic for the event registration management processes is stored and executed on the application server 25, while data in relation to the organizers 12 and meta-data in relation to the events and registration forms are stored in the relational databases in the database server 26. Such meta-data includes information provided by the organizers 12 to the system 10 for defining other information the organizers 12 wish to collect from the attendees 18 in relation to event registration management. For example, the organizers 12 provide information to the system 10 regarding the contents of blank registration forms, which the system 10 stores as meta-data. Such blank registration forms are then generated dynamically or on-the-fly by the application server 25 based upon the stored meta-data, and delivered to the attendees 18 by the Web server 24 when the attendees 18 access the system 10 to register for the respective events. By generating Web documents such as registration forms dynamically or on-the-fly using meta-data, the system 10 significantly reduces the amount of storage necessary for archiving the registration forms for the organizers 12.

The application server 25 dynamically generates all Web documents for retrieving, updating or inserting data in relation to event registration management preferably as JavaScript Page (JSP) documents. The JSP documents therefore contain the Web presentation logic necessary for allowing the organizers 12, the attendees 18, and other

entities related to the events to access and provide information in relation to event registration management. The program providing the control logic is preferably programmed using Java servlets for execution on the application server 25. The core business logic in relation to the event registration management services provided by the system 10 is realized by preferably configuring and designing the system 10 using the Enterprise JavaBeans (EJB) standard. The database server 26 maintains the integrity of data in the relational databases through the relational database management system.

In relation to online credit card payment transactions, sensitive information is encrypted using the Secure Sockets Layer (SSL) protocol before data transmissions occur between any Web browser from which the organizers 12 or attendees 18 may use for online payment, and the Web server 25. The point-of-sales payment server 22 is compliant with the Secure Electronic Transaction (SET) protocol and the system 10 communicates with the payment facilities 21 regarding payment information via the point-of-sales payment server 22 using such a protocol.

Figures 3a and 3b are flow charts depicting a process relating to data and/or control flow, by which the organizers 12 use or access the system 10 for event registration management. Such a process is described also with reference to screen shots of the Web documents and Web forms provided by the system 10, which are shown in Figure 5.

In a step 301, the system 10 provides as a Web document a main menu shown in Figure 5a for viewing by an organizer 12. The main menu provides fields for the entry of a company ID, username and password, which the organizer 12 needs to provide if the organizer 12 currently holds an account with the system 10. In a step 302, the system 10 checks if the organizer 12 has provided a username and password and a valid company ID. If the organizer 12 provides a username and password, the system 10 in a step 303 checks the system 10 database for validity of the username and password. If the information is not valid, the system 10 allows the organizer 12 to retry and checks again for valid information in a step 304. If after a predetermined number of retries the information is still invalid, the organizer 12 is disallowed from continuing and has to contact the solution provider of the system 10 in a step 305 to proceed.

If the username and password or the re-entered information is valid, the system 10 in a step 306 provides a Web document shown in Figure 5b for viewing by the organizer 12.

14

Such a Web document provides details of all events organized by the organizer 12 including information such as event names, periods during which the events are conducted, the venues, and Web site addresses at which registration for the respective events can be done. The Web document also allows the organizer 12 the option to: enter new information or change existing information for an event registered with the system 10; set up or amend registration confirmation letter for confirming the attendees' registration; preview or print registration confirmation letters and invoices; or preview or print registration reports and statistics. The Web document further allows the organizer 12 the option to create a new registration form for a new event for which the organizer 12 intends to open an account with the system 10, or amend an existing registration form for an event already listed on the Web document. If the organizer 12 opts to open a new account with the system 10 for a new event, the organizer 12 may opt to create a new set of username and password for the new event.

The system 10 in a step 307 next polls and checks if the organizer 12 selects an option relating to a new event. If the organizer 12 does not select an option relating to a new event but instead selects an option relating to an existing record in a step 307A, the system 10 in a next step 307B polls and checks whether the organizer 12 wishes to generate or print a report in relation to the existing record. If the organizer 12 chooses to generate or print a report, this is carried out in a step 307B. Otherwise, the system 10 proceeds to a step 308 which allows the organizer 12 to perform any of the opted data amendment or access operations by providing Web documents (not shown) which displays information and/or allows the organizer 12 to amend or change data using standard data entry fields. If the organizer 12 selects an option relating to a new event, the system 12 proceeds to a step 311.

If the organizer 12 does not hold an account with the system 10, the system 10 in a step 309 provides a Web document shown in Figure 5c with which the organizer 12 opens an account with the system 10. Fields are provided on the Web document for the organizer 12 to provide details such as business name, address, telephone, and e-mail address. Additionally, a field is also provided on the Web document for the organizer 12 to indicate the type of industry to which the organizer 12 belongs. Furthermore, fields are provided on the Web document for the organizer 12 to provide details of a contact person that represents or acts on behalf of the organizer 12, such as name, designation, telephone and etc. The organizer 12 also needs to provide a set of a username and a password for obtaining access rights for the contact person to use the system 10 for amending or accessing information subsequently.

The system 10 also requires the organizer 12 to provide payment details for B2B billing purposes. When such details are provided, the system 10 communicates with the respective payment facility 21 and checks if the payment details provided by the organizer 12 are valid in a step 310. If the payment details are not valid, the system 10 returns to the step 301 in which the main menu is provided as a Web document. If the payment details are valid, the system 10 proceeds to charge the organizer 12 via an online transaction, for example a credit card transaction, a predetermined amount of money as holding deposit through the payment facility 21 and thereafter uses the same payment details to charge further predetermined amounts of money for every predetermined number of attendees 18 that register for the event. After transacting the holding deposit, the system 10 proceeds to the step 311.

In the step 311, the system 10 allows the organizer 12 to create new sets of usernames and passwords for providing different levels of access rights to different representatives of the organizer 12 that may attend to matters of different levels of security on behalf of the organizer 12. In this step, the system 10 provides a Web document shown in Figure 5d (i) to the organizer 12, which requires the organizer 12 to provide a username and a password. If the information is valid, the system further provides a Web document shown in Figure 5d (ii) to the organizer 12, which requests for the organizer 12 to provide a new set of username and password in addition to security level information of the assignee of the new set of username and password. For example, such an assignee may be given the security level for: supervising; creating new registration forms; creating confirmation letters; and etc.

In a next step 312, the system 10 provides a Web document shown in Figures 5e (i) and 5e (ii) (pages 1 and 2, respectively) to the organizer 12 for creating a new registration form for registering the attendees 18 for the new event. In a step 313, the organizer 12 creates standard sections of the new registration form by providing event details and indicating specific preferences to the system 10 in an initial phase. The Web document firstly requires the organizer 12 to select a background color for the new registration form. The Web document then requires the organizer 12 to provide details of the event, including the name of the event, the period during which the event takes place, the venue and address thereof, and the address of any relevant Web site. The Web document further requires the selection of two currencies in which the attendees 18 could pay for registering the new event. The Web document also requires the organizer 12 to determine the type of rights to be

assigned to the attendees 18, which restricts what the attendees 18 may do after registration. For example, the attendees 18 may be restricted merely to checking of registration status, and/or changing of registration details after the attendees 18 register.

Upon provision of such information, the Web document allows the organizer 12 to: preview the new registration form that has been created thus far without saving the new registration form on the system 10 database; submit the new registration form that has been created thus far and save the new registration form on the system 10 database; or view the main menu Web document without saving the new registration form by returning the system 10 to the step 301. In a step 314, the system 10 checks if the organizer 12 wishes to save the new registration form on the system 10 database. If the organizer 12 does not wish to save the new registration form, for example after previewing the new registration form the organizer 12 is not satisfied, the system 10 checks if the organizer 12 wishes to recreate a new registration form in a step 315. If the organizer 12 does not wish to recreate a new registration form, the system 10 returns to the step 301 and displays the main menu Web document to the organizer 12. However, if the organizer 12 wishes to recreate a new registration form, the system 10 returns to the step 312 and displays the Web document shown in Figures 5e (i) and 5e (ii) to the organizer 12.

If the organizer 12 wishes to save the new registration form created thus far while the system 10 is in step 314 and proceed with creating the rest of the new registration form, the system 10 then proceeds to a second phase and allows the organizer 12 to customize the other remaining sections of the registration form. The organizer 12 may choose to enter one or all of steps 316, 318, 320, 322, 324 and 327 by deciding in subsequent steps 317, 319, 321, 323, 325, and 328, respectively.

In the step 316, the system 10 provides a Web document shown in Figure 5f with which the organizer 12 creates data entry fields on the new registration form for collecting information relating to the demography of the attendees 18 and determines how to assign identification (ID) information to the attendees 18. The organizer 12 also determines the compulsory data entry fields into which the attendees 18 must fill information. The Web document also allows the organizer 12 to request from the attendees 18 information regarding any accompanying party. In addition to the standard data entry fields made readily available by the system 10 to the organizer 12 for selection, the Web document also allows the

organizer 12 to create other non-standard data entry fields for collecting further demography information. When the organizer 12 has provided all the relevant information, the system 10 in the step 317 checks if the organizer wishes to continue to create other sections of the new registration form or save the new registration form created thus far on the system 10 database, thereby making the same available on the system 10 Web site in a step 326.

In the step 318, the system 10 provides a Web document shown in Figure 5g with which the organizer 12 sets up event registration categories and fees and create data entry fields therefor. For example, the organizer 12 provides information to the system 10 relating to different categories of attendees for which different registration fees apply and different time periods within which the attendees 18 need to register for which different registration fees apply. For example, the attendees 18 who are associated in one way or another with the organizer 12 or "early birds" may be given discounts. When the organizer 12 has provided all the relevant information, the system 10 in the step 319 checks if the organizer wishes to continue to create other sections of the new registration form or save the new registration form created thus far on the system 10 database, thereby making the same available on the system 10 Web site in a step 326.

In the step 320, the system 10 provides a Web document shown in Figure 5h with which the organizer 12 sets up official functions registration information and create data entry fields therefor. For example, the organizer 12 provides information to the system 10 relating to different functions associated with the event, including details of such functions and prices for tickets to the functions. When the organizer 12 has provided all the relevant information, the system 10 in the step 321 checks if the organizer wishes to continue to create other sections of the new registration form or save the new registration form created thus far on the system 10 database, thereby making the same available on the system 10 Web site in the step 326.

In the step 322, the system 10 provides a Web document shown in Figure 5i with which the organizer 12 sets up hotel registration categories and create data entry fields therefor. For example, the organizer 12 provides information to the system 10 relating to the hotels 16, including details of room charges, distance of such hotels 16 from the venue of the event, the star rating of the hotels 16, and etc. When the organizer 12 has provided all the relevant information, the system 10 in the step 323 checks if the organizer wishes to continue

to create other sections of the new registration form or save the new registration form created thus far on the system 10 database, thereby making the same available on the system 10 Web site in the step 326.

In the step 324, the system 10 provides a Web document shown in Figure 5j with which the organizer 12 sets up audit or payment details relating to the attendees 18. The organizer 12 indicates on the Web document methods by which the attendees 18 may pay for registering and attending the event. For example, typical offline payment methods such as payment by bank drafts, checks, credit cards or bank transfers are options which the organizer 12 may select. If the organizer 12 wishes that the attendees 18 be given an option to pay by online transactions, the organizer 12 is required to indicate on the Web document this intention. In this instance, the credit card merchant is the solution provider of the system 10 in a B2B2C context, accepting payment from the attendees 18 on behalf of the organizer 12.

Specific details regarding the various payment methods are then required, for example if the organizer 12 wishes to allow the attendees 18 to pay by bank transfers, the organizer 12 is required to indicate on the Web document the intention to do so and provide relevant information pertaining to a bank which the organizer 12 intends to use for such payment transactions. When the organizer 12 has provided all the relevant information, the system 10 in the step 325 checks if the organizer wishes to continue to create other sections of the new registration form or save the new registration form created thus far on the system 10 database, thereby making the same available on the system 10 Web site in the step 326.

In the step 327, the system 10 provides a Web document shown in Figure 5k with which the organizer 12 creates data entry fields on the new registration form for collecting information relating to the market profile of the attendees 18. The organizer 12 may pose main questions relating to, for example, the industry to which the attendees 18 belong, the purchasing power of the attendees 18, the purpose of the visit by the attendees 18, and etc. In addition, the organizer 12 may pose sub-questions in relation to the main questions for requesting further details. The organizer 12 may also provide possible answers to these questions which are selectable by the attendees 18 as quick replies. When the organizer 12 has provided all the relevant information, the system 10 in the step 328 checks if the organizer wishes to continue to create other sections of the new registration form or save the

new registration form created thus far on the system 10 database, thereby making the same available on the system 10 Web site in a step 326.

In addition to the foregoing, the system 10 also allows the organizer 12 to indicate on the registration form the compulsory data entry fields in which the attendees 18 must fill information before allowing the attendees 18 to proceed further. The system 10 also allows the organizer 12 to provide graphic icons or event banners which may be used on the registration form to provide a customized look and feel unique to the organizer 12. The system 10 also allows the organizer 12 to create additional customized data entry fields where appropriate for collection of further information relation to event registration management.

In addition to allowing the organizer 12 to create the new registration form, the system 10 also allows the organizer 12 to create event registration confirmation letters by providing a Web document shown in Figures 5l(i) and 5l(ii). With this Web document, the organizer 12 customizes the opening and closing texts of the confirmation letters and selects one or all types of registration information to include in the confirmation letters. The types of registration information include information relating to market profile, event registration category, official function registration, hotel registration, audit or payment details, and receipt details. An example of a confirmation letter is shown in Figures 5m(i) and 5m(ii), which the system 10 sends to the attendees 18 upon confirmation of event registrations. The exemplified confirmation letter provides the attendees 18 with information such as registration details, registration fees, payment instructions, receipt details, and history of payment.

Also, the system 10 allows the organizer 12 to prepare invoices for groups to which the attendees 18 belong, for example organizations to which employees who are the attendees 18 belong and to which the events registered for are chargeable, by providing a Web document shown in Figure 5n. Such invoices are sent to the groups to which the attendees' 18 belong that opt to make payments via offline payment transactions and therefore are invoiced for the outstanding payables. With the Web document, the organizer 12 selects one or all types of payment details to include in the invoices and customizes additional texts to include in the invoices. The types of payment details include payment information relating to event registration category, official function registration, and hotel registration.

Furthermore, the system 10 allows the organizer 12 to define and format registration reports and statistics documents by providing a Web document shown in Figure 5o for the organizer 12 to select the criteria upon which the registration reports and statistics documents are based. For example, the organizer 12 may generate registration reports or statistics documents according to the demographic profile or the market profile of the attendees 18. Alternatively, the organizer 12 may generate registration reports or statistics documents according to information in relation to event registration category, official function registration, or hotel registration.

Figures 4a to 4c are flow charts for depicting processes relating to data and/or control flow, by which the attendees 18 use or access the system 10 for event registration, amending registration information, and checking registration status, respectively. In relation to the event registration process shown in Figure 4a, a potential attendee 18 in a step 401 accesses a Web page provided by the system 10, which is a registration form set up by an organizer 12 using the foregoing process, for registering for an event by providing such details as required in the registration form. In addition, the attendee 18 in a step 402 provides details of payment mode(s) with which the registration fee is paid. The attendee 18 may pay by offline payment means such as a check or draft or online payment means such as a credit card transfer. The payment information provided by the attendee 18 is then validated in a step 403, in which the system 10 checks with the payment facilities 21 such online payment details, if applicable, or with the relevant credit card authentication entities such credit card information for offline payment transactions, if applicable. If the payment information is not valid, the process loops back to the step 401 in which the attendee has to register again. Otherwise, the attendee 18 is given a confirmation by means of an event registration confirmation letter in a step 404 that the registration is successful.

In relation to the process for amending the registration information shown in Figure 4b, the attendee 18 in a step 405 first provides details for the system 10 to retrieve the registration record for the attendee 18. The system 10 then in a step 406 allows the attendee to amend the record, who thereafter submits the amendments in a step 407 to the system 10 for updating. In relation to the process for checking the registration status shown in Figure 4c, the attendee 18 in a step 408 first provides details for the system 10 to retrieve the registration record for the attendee 18. The system 10 then in a step 409 allows the attendee

18 to check the registration status by presenting the current and updated details of the registration record.

Figure 6 depicts a physical data model of the relational databases in the database server 25 in relation to event registration management. The physical data model shows physical data tables and the relationship among the data tables in relation to the implementation of the core business logic. Each data table is assigned a data table name and reference number, and an arrow pointing away from one data table at another data table indicates a one-to-one or one-to-many dependency relationship. For example, an arrow point away from an EVENT data table 608 at a COMPANY data table 601 indicates that many EVENT data tables 608 may be dependent on one COMPANY data table 601. This relationship mirrors the relationship between multiple events the organizer 12 may organize and for which the organizer 12 uses the system 10 in relation to event registration management, and the organizer 12. The different ways to access a data table is either by reading, writing or updating that data table.

The names and reference numbers of the respective data tables, the data tables on which the respective data tables may depend in one-to-one or one-to-many dependency relationships, and brief descriptions of the contents in the data tables are provided in the following table:

Table Name	Table No.	Dependent On	Brief Description
DEMO	622	608	Attendee's demographic detail
CONFN	623	613, 622	Attendee's conference registration detail
CONFN_PROFL	613	612	Event Conference Profile
CONFN_DATE	612	608	Event Conference Date
HOTEL	624	615, 622	Attendee's Hotel Reservation
FUNCTION	625	616, 622	Attendee's Function Registration
MSURVEY	626	618, 622	Attendee's Market Survey
INTERNAL_REF	627	622	Organizer's Notes on Attendee
DEMO_PAYM_SUMMARY	633	622	Attendee's payment summary
DEMO_PAYM_LOG	628	633	Attendee's payment record log

DEMO_GROUP_CONTACT	630	608	Attendee's Group/other Registration Contact Details
DEMO_GROUP_INVOICE	631	608	Attendee's Group/other Registration Invoice Details
CHANGE_AUDIT	632	608	Audit Records on the amendment of important information
SYSTEM_CONTROL	619	608	Event's Number Series use and the tracking information for computing the services fee.
CLIENT_ACCESS_PROFL	602	601	Organizer's User Account Profile
CLIENT_ACCESS_DETAIL	620	602	Organizer's User Account Access Right Detail Profile
EVENT	608	601	Event Profile
EVENT_PAYMENT	609	608	Event's payment profile
EVENT_INSTR	610	608	Instruction for filing up the registration form
DEMO_PROFL	611	608	Attendee's demographic Detail profile. Specified compulsory information checking and additional new data items to be captured by the system 10
HOTEL_PROFL	614	608	Event's Hotel Profile. Specifying the list of hotels and the details information list are available for reservation.
HOTEL_ROOM	615	614	Hotel Room that are available in the Hotel Profile
FUNC_PROFL	616	608	Event's Function information Profile
MSURVEY_PROFL	617	608	A list of question in the market survey of the event
MSURVEY_SQNS	618	617	A list of possible answers for the

			market survey question of the event
CRED_CARD	604	-	A list of credit card information including the expiry date information for validation.
COUNTRY	606	-	Country lookup table
CURNCY	621	-	Currency lookup table includes the exchange rate to US currency
INDUSTRY	605	-	Industry Code lookup table
DEMO_REPLY_LOG	629	622	Past record log on e-mail send
FOCUS_FEE_CONTROL	607	-	Parameter table on the services fee charges
FOCUS_PBATCH	603	-	Parameter table for the batch job run on the application server 25

Figures 7a to 7d are bubble charts depicting data flow diagrams in relation to event registration management processes which occur when the organizers 12, the attendees 18 or any other entities related to the events utilize the system 10 as described with reference to Figures 3 and 4. The data flow diagrams illustrate flow of data among bubbles in the charts and the manual and machine processing performed on data within the bubbles in relation to the event registration management processes. The data flow diagrams also includes navigators, which are processes providing options for leaving or returning to such process by the use of menus or the like directory documents. The navigators are thus processes from which data may flow to other bubbles when options are taken to leave the menus, and into which data may flow from the same bubbles when options are taken to return to the menus.

With reference to Figures 6 and 7a, a process in which an organizer 12 creates an account with the system 10 is described with reference to data tables indicated in Table 1 and bubbles 1, 200, 201, 202, 251, 256, 257, 258, and 259 shown in Figure 7a.

Table 1:

Table Name	Access Method	Table No.
COMPANY	Write	601

CLIENT_ACCESS_PROFL	Write	602
FOCUS_PBATCH	Read	603
CRED_CARD	Read	604
INDUSTRY	Read	605
COUNTRY	Read	606
FOCUS_FEE_CONTROL	Read	607

The process begins when the organizer 12 reads and accepts a set of terms and conditions imposed by the solution provider of the system 10 (bubble 200) and thereafter enters company details using a Web browser which is connected to the system 10 via the Internet 20 (bubble 201). The organizer 12 then enters a set of username and password for obtaining access rights for a representative of the organizer 12 for the new account accorded with a supervisor security level. The system 10 encrypts the newly entered password for storing in the relational database. The point-of-sales payment server 22 subsequently deducts a deposit amount from the organizer 12 using the payment information provided by the organizer 12. Upon confirming the data entry (bubble 257), the system 10 obtains the next available number in a series of numbers for allocating to the organizer, generate check digits based on the series number to form a Company ID, and create the new account accorded with the supervisor security level. An e-mail message is then sent to the organizer 12 with the username specified by the organizer 12 and the generated Company ID.

With reference to Figures 6 and 7a, a process in which the organizer 12 performs a login to access the system 10 is described with reference to data tables indicated in Table 2 and bubble 1 shown in Figure 7a.

Table 2:

Table Name	Access Method	Table No.
CLIENT_ACCESS_PROFL	Read	602

The process begins (bubble 1) when organizer 12 enters via the Web browser the Company ID, username, and password. The system 10 then based on a modular algorithm

checks if the entered Company ID is valid. If the entered Company ID is valid based on the check digits, the system 10 proceeds to verify the username and password against the relational database. The system 10 checks and ensures the organizer 12 is not in the "SUSPEND" list before allowing the organizer 12 to proceed.

With reference to Figures 6 and 7a, a process in which an organizer 12 interacts with a Web-enabled menu for selecting options provided by the system 10 in relation to event registration management is described with reference to data tables indicated in Table 3 and bubbles 2, 3, 203, 205, 210, and 221 shown in Figure 7a and bubble 100 shown in Figure 7b.

Table 3:

Table Name	Access Method	Table No.
EVENT	Read	608

Once the organizer 12 performs a successful login, the organizer 12 has a number of options for proceeding. For a specific event selected from a list of events (bubble 200), the organizer 12 may enter new registration records (bubble 201), setup or amend (bubble 205) confirmation letters or invoices, or print or export (bubble 210) confirmation letters or invoices or generate reports or statistics documents. The organizer 12 may also create a new event in the system 10 which requires event registration management (bubble 100). The organizer 12 may further create or maintain user accounts (bubble 221) that allow members of the organizer 12 other than the representative supervisor to have different access rights to the event information according to different security levels.

With reference to Figures 6 and 7b, a process in which the organizer 12 creates an event in the system 10, which requires event registration management, is described with reference to data tables indicated in Table 4, and bubbles 100 to 135 and navigator 100s shown in Figure 7b.

Table 4:

Table Name	Access Method	Table No.
EVENT	Write	608
EVENT_PAYMENT	Write	609

EVENT_INSTR	Write	610
DEMO_PROFL	Write	611
CONFN_DATE	Write	612
CONFN_PROFL	Write	613
HOTEL_PROFL	Write	614
HOTEL_ROOM	Write	615
FUNC_PROFL	Write	616
MSURVEY_PROFL	Write	617
MSURVEY_SQNS	Write	618
SYSTEM_CONTROL	Write	619
CLIENT_ACCESS_PROFL	Read	602
CLINET_ACCESS_DETAIL	Read	620
CRED_CARD	Read	604
COUNTRY	Read	606
CURNCY	Read	621
FOCUS_PBATCH	Read	603
COMPANY	Update	601

The process begins when the system 10 verifies if the organizer 12 or a member thereof has any access right to the system 10 for creating the new event based on a CLIENT_ACCESS_PROFL data table 602 in the relational database. The system 10 allows (bubble 100) event information, the currency to be used for payment, the public member access right, and an event code to be defined. The system 10 then performs a check to ensure that the event code is not duplicated. An error message is displayed if the event code is not unique.

The organizer 12 then provides the registration information (navigator 100s). Such registration information includes information categorized under a section in the registration form called Attendee Details (bubble 100), in which the organizer 12 defines additional data fields (bubble 122), and specifies which piece of information is compulsory for public members to fill in (bubble 101). The registration information also includes information categorized under a section in the registration form called Attendee Market Profile (bubble

102), in which the organizer 12 defines a list of questions in relation to market profile, a list of possible answers for the questions (bubble 123), and specifies how a public member may choose the answer by, for example, allowing multiple answers to be selected using indicators (bubble 102).

Also the registration information includes information categorized under a section in the registration form called Conference Categories and Fees (bubble 103), in which the organizer 12 defines 3 registration periods, and a list of registration category, whereby for each registration category, the organizer 12 specifies registration fees in two currencies for each registration period and the capacity. The organizer 12 may also specify the tax rate.

The registration information further includes information categorized under a section in the registration form called Functions Categories and Fees (bubble 104), in which the organizer defines a list of Social Sessions and Functions categories, and for each Social Sessions and Functions category the organizer 12 defines the start date and end date of the event, the fees to be paid per person attending, in two currencies, and specifies the capacity of the event. The organizer 12 may also specify the tax rate.

The registration information still further includes information categorized under a section in the registration form called Hotel Categories and Fees (bubble 105), in which the organizer 12 defines a list of hotels and relevant information, and for each hotel in the list defines the deposit amount in two currencies, room allocation, and a list of hotel rooms. For each hotel room, the organizer 12 defines the room rate type (per person or per night), the room type, and the room rate in two currencies. The organizer 12 also specifies the tax rate and services charges for the hotels in the list.

The registration information even further includes information categorized under a section in the registration form called Event Payment Details (bubble 106), in which the organizer 12 specifies one or more payment mode acceptable for the event registration, and for each payment mode, specifies the payment details.

The registration information yet further includes information categorized under a section in the registration form called Contact Details (bubble 107), in which the organizer 12 specifies the contact details for the event.

The registration information still even further includes information categorized under a section in the registration form called Save / Publish (bubble 108), in which the organizer 12 uploads an event banner file and an event icon via the Web browser. The event banner and event icon are used on the event registration form when the same is published on the Internet 20. The organizer 12 also performs a check on the size of the file uploaded. The system 10 only accepts the uploaded file if the size of the file is not more than the limit specified in a parameter file. The organizer 12 also specifies the publication of a Web site for the registration of event, and writes and commits the registration information from application server 25 to the relational database.

Upon saving the registration information in the relational database, a database trigger is fired to create records in the SYSTEM_CONTROL data table 619. The data table contains indicators for the system 10 to monitor the registration service charges as well as the last running number for an attendee ID and any other serial number. The system 10 then informs the organizer 12 regarding the event name and the online registration form Web site address.

With reference to Figures 6 and 7c, a process in which the organizer 12 enters new registration information or edits existing registration information in the system 10 in relation to event registration management is described with reference to data tables indicated in Table 5, and bubbles 300 to 323 and navigator 300s shown in Figure 7c. An example of a situation when this process may occur is when the organizer 12 is performing on-site registration or editing at the event venue or the attendees 18 send in registration information for entry or editing via conventional means such as facsimile or post and therefore the organizer 12 performs manual registration information input.

Table 5:

Table Name	Access Method	Table No.
DEMO	Write/Update	622
CONFN	Write/Update	623
HOTEL	Write/Update	624
FUNCTION	Write/Update	625
MSURVEY	Write/Update	626
INTERNAL_REF	Write/Update	627
DEMO_PAYM_SUMMARY	Write/Update	628

DEMO_PAYM_LOG	Write/Update	629
DEMO_GROUP_CONTACT	Write/Update	630
DEMO_GROUP_INVOICE	Write/Update	631
CHANGE_AUDIT	Write	632
SYSTEM_CONTROL	Update	619
CLIENT_ACCESS_PROFL	Read	602
CLIENT_ACCESS_DETAIL	Read	620
EVENT	Read	608
EVENT_PAYMENT	Read	609
EVENT_INSTR	Read	610
DEMO_PROFL	Read	611
CONFN_DATE	Read	612
CONFN_PROFL	Read	613
HOTEL_PROFL	Read	614
HOTEL_ROOM	Read	615
FUNC_PROFL	Read	616
MSURVEY_PROFL	Read	617
MSURVEY_SQNS	Read	618
CRED_CARD	Read	604
COUNTRY	Read	606
CURNCY	Read	621

The process for entering new registration information begins when the organizer 12 access right is checked based on the event selected. The registration form is displayed (bubble 301) with the event icon and banner uploaded by the organizer 12 previously. The registration form may display the following sections (navigator 300s): Attendee Details; Attendee Market Profile; Conference Registration; Functions Registration; Hotel Registration; and Payment/Confirm. The organizer 12 may only enter data into any section the organizer 12 previously included into the registration form.

In relation to registration information categorized under the section Attendee Details (bubble 301), the system 10 based on the parameter defined for the event formulates the

display and performs the validation (compulsory registration information check) accordingly.
The additional data items as specified in the event creation process is also displayed in the
registration form for capturing the relevant data. The organizer 12 may make a query (bubble
321) relating to the existing records or enter new records. When entering new records, a
group registration (bubble 302) option may be chosen. A group registration ID is generated if
the group registration option is chosen. The organizer 12 may specify the group registration
option when entering the registration information.

A list of potential duplicated registration records (bubble 323) is displayed by the
system 10 after the organizer 12 enters the registration information. The organizer 12 may
also choose other options to proceed with data entry in other registration form sections or
view the details of potential duplicated records (bubble 301).

In relation to registration information categorized under the section Attendee Market
Profile (bubble 303), the system 10 checks if there is any registration information that is
required to be captured under this section of the registration form. If no registration
information is required to be captured in this section, the system 10 brings the display screen
to the next section of the registration form. Otherwise, a list of questions and possible
answers is displayed according to the specification of the organizer 12. For questions that
allow a single answer, a radio button is displayed besides all possible questions for selection.
For questions that allow more than one answer, a check box is displayed besides all possible
questions for selection.

In relation to registration information categorized under the section Conference
Registration (bubble 304), the system 10 checks if there is any registration information that is
required to be captured under this section of the registration form. If no registration
information is required to be captured in this section, the system 10 brings the display screen
to the next section of the registration form. Otherwise, a list of conference registration details
is displayed for selection. An accompanying entity's details may also be captured in this
section (bubble 313).

In relation to registration information categorized under the section Function
Registration (bubble 305), the system 10 checks if there is any registration information that is
required to be captured in this section of the registration form. If no registration information
is required to be captured in this section, the system 10 brings the display screen to the next

section of the registration form. Otherwise, a list of function registration details is displayed for selection. For each function, there is a drop-down list of function dates, in which the list is constructed based on the start and end dates of the function(s) specified in the event. The number of persons to be registered for the function(s) is entered.

In relation to registration information categorized under the section Hotel Registration (bubble 306), the system 10 checks if there is any registration information that is required to be captured in this section of the registration form. If no registration information is required to be captured in this section, the system 10 brings the display screen to the next section of the registration form. Otherwise, a list of hotel registration details is displayed for selection. A choice of the preferred hotel and room type may be specified in this section. Credit card details (bubble 314) are entered and encrypted using SSL protocol. The credit card number and expiry date are then authenticated.

In relation to registration information categorized under the section Payment/Confirm (bubble 307), a preferred currency for payment may be specified for payment calculation. The system 10 then performs a check and confirms the event registration if there is still a vacancy. The amount required for payment is calculated based on the currency selected and the taxes, if any. A payment status code is used for receiving payment, adjust payment amount, or for canceling payment, and the payment mode and details thereof are also captured. If the payment mode is via credit card, an SSL link is established for capturing the credit card information (bubble 315). The credit card number and the expiry date of the credit card are then authenticated, and if approved, an approval code is returned from the bank which is captured in the system 10. A registration number is generated with a check digit, and an acknowledgement letter is displayed. An e-mail message bearing the acknowledgement is also sent to the specified e-mail address directly.

In relation to the process for editing existing registration information, existing registration records may be retrieved from the system 10 based on selection criteria. Amendments to any sensitive information are logged by the system 10, and changes to the registration cause the existing payment information and registration counts records to be re-computed accordingly.

With reference to Figures 6 and 7d, a process in which an attendee 18 accesses the system 10 based on a static event registration Web page provided by the system 10 in relation

to event registration management is described with reference to data tables indicated in Table 6 and bubbles 500 to 516 shown in Figure 7d.

Table 6:

Table Name	Access Method	Table No.
EVENT	Read	608

Based on the parameter setting in the EVENT data table, transaction options (bubble 500) are displayed for selection by the attendee 18. The attendee 18 may submit a completed registration form or check registration status.

With reference to Figures 6 and 7d, a process in which the attendee 18 accesses the system 10 for entering new registration records in relation to event registration management is described with reference to data tables indicated in Table 7, and bubbles 500 to 516 and navigator 500s shown in Figure 7d.

Table 7:

Table Name	Access Method	Table No.
DEMO	Write	622
CONFN	Write	623
HOTEL	Write	624
FUNCTION	Write	625
MSURVEY	Write	626
INTERNAL_REF	Write	627
DEMO_PAYM_SUMMARY	Write	633
DEMO_PAYM_LOG	Write	628
DEMO_GROUP_CONTACT	Write	630
DEMO_GROUP_INVOICE	Write	631
CHANGE_AUDIT	Write	632
SYSTEM_CONTROL	Update	619
EVENT	Read	608
EVENT_PAYMENT	Read	609

EVENT_INSTR	Read	610
DEMO_PROFL	Read	611
CONFN_DATE	Read	612
CONFN_PROFL	Read	613
HOTEL_PROFL	Read	614
HOTEL_ROOM	Read	615
FUNC_PROFL	Read	616
MSURVEY_PROFL	Read	617
MSURVEY_SQNS	Read	618
CRED_CARD	Read	604
COUNTRY	Read	606
CURNCY	Read	621

The process begins when based on the event indicated in the previous calling Web
page, the system 10 dynamically creates a Web page for providing a registration form
(bubble 500). The registration form is displayed (bubble 501) with the event icon and banner
uploaded by the organizer 12 previously. The registration form then displays the following
sections (navigator 500s): Attendee Details; Attendee Market Profile; Conference
Registration; Functions Registration; Hotel Registration; and Payment/Confirm. The
attendee 18 may only enter data into any section which the organizer 12 previously included
in the registration form.

In relation to registration information categorized under the section Attendee Details
(bubble 501), the system 10 based on the parameter defined for the event formulates the
display and performs the validation (compulsory registration information check) accordingly.
The additional data items as specified in the event creation process is also displayed in the
registration form for capturing the relevant data. When entering new records, a group
registration option (bubble 502) may be chosen. A group registration ID is generated if the
group registration option is chosen. The organizer 12 may specify the group registration
option when entering the registration information. Upon completion of data entry, a "Next"
button may be clicked. The attendee 18 may then enter data fields in other groups of
information.

In relation to registration information categorized under the section Attendee Market Profile (bubble 503), the system 10 checks if there is any registration information that is required to be captured under this section of the registration form. If no registration information is required to be captured in this section, the system 10 brings the display screen to the next section of the registration form. Otherwise, a list of questions and possible answers is displayed according to the specification of the organizer 12. For questions that allow a single answer, a radio button is displayed besides all possible questions for selection. For questions that allow more than one answer, a check box is displayed besides all possible questions for selection.

In relation to registration information categorized under the section Conference Registration (bubble 504), the system 10 checks if there is any registration information that is required to be captured under this section of the registration form. If no registration information is required to be captured in this section, the system 10 brings the display screen to the next section of the registration form. Otherwise, a list of conference registration details is displayed for selection. An accompanying entity's details may also be captured in this section (bubble 513).

In relation to registration information categorized under the section Function Registration (bubble 505), the system 10 checks if there is any registration information that is required to be captured in this section of the registration form. If no registration information is required to be captured in this section, the system 10 brings the display screen to the next section of the registration form. Otherwise, a list of function registration details is displayed for selection. For each function, there is a drop-down list of function dates, in which the list is constructed based on the start and end dates of the function(s) specified in the event. The number of persons to be registered for the function(s) is entered.

In relation to registration information categorized under the section Hotel Registration (bubble 506), the system 10 checks if there is any registration information that is required to be captured in this section of the registration form. If no registration information is required to be captured in this section, the system 10 brings the display screen to the next section of the registration form. Otherwise, a list of hotel registration details is displayed for selection. A choice of the preferred hotel and room type may be specified in this section. Credit card

(bubble 514) details are entered and encrypted using SSL protocol. The credit card number and expiry date is then authenticated.

In relation to registration information categorized under the section Payment/Confirm (bubble 507), a preferred currency for payment may be specified for payment calculation. The system 10 then performs a check and confirms the event registration if there is still a vacancy. The amount required for payment is calculated based on the currency selected and the taxes, if any.

If the online credit card payment mode over the Internet 20 is enabled, the system 10 allows the attendee 18 to make payment via credit card and a SSL link is established to capture the credit card information (bubble 515). The credit card number and the expiry date of the credit card are then authenticated. A registration number is generated with a check digit, and a confirmation letter is displayed. An e-mail message on the confirmation may also be sent to the specified e-mail address directly.

The embodiments of the invention are preferably implemented using a computer, such as the general-purpose computer shown in Figure 8, or group of computers that are interconnected via a network. In particular, the functionality or processing of the network-based system of Figures 1 to 5o may be implemented as software, or a computer program, executing on the computer or group of computers. The method or process steps for managing registration of events are effected by instructions in the software that are carried out by the computer or group of computers. The software may be implemented as one or more modules for implementing the process steps. A module is a part of a computer program that usually performs a particular function or related functions. Also, a module can also be a packaged functional hardware unit for use with other components or modules.

In particular, the software may be stored in a computer readable medium, including the storage devices described below. The software is preferably loaded into the computer or group of computers from the computer readable medium and then carried out by the computer or group of computers. A computer program product includes a computer readable medium having such software or a computer program recorded on it that can be carried out by a computer. The use of the computer program product in the computer or group of computers preferably effects an advantageous event registration management system in accordance with the embodiments of the invention.

The system 28 is simply provided for illustrative purposes and other configurations can be employed without departing from the scope and spirit of the invention. Computers with which the embodiment can be practiced include IBM-PC/ATs or compatibles, one of the Macintosh (TM) family of PCs, Sun Sparcstation (TM), a workstation or the like. The foregoing is merely exemplary of the types of computers with which the embodiments of the invention may be practiced. Typically, the processes of the embodiments, described hereinafter, are resident as software or a program recorded on a hard disk drive (generally depicted as block 29 in Figure 6) as the computer readable medium, and read and controlled using the processor 30. Intermediate storage of the program and any data may be accomplished using the semiconductor memory 31, possibly in concert with the hard disk drive 29.

In some instances, the program may be supplied to the user encoded on a CD-ROM or a floppy disk (both generally depicted by block 29), or alternatively could be read by the user from the network via a modem device connected to the computer, for example. Still further, the software can also be loaded into the computer system 28 from other computer readable medium including magnetic tape, a ROM or integrated circuit, a magneto-optical disk, a radio or infra-red transmission channel between a computer and another device, a computer readable card such as a PCMCIA card, and the Internet and Intranets including email transmissions and information recorded on websites and the like. The foregoing is merely exemplary of relevant computer readable mediums. Other computer readable mediums may be practiced without departing from the scope and spirit of the invention.

In the foregoing manner, a system providing Web-enabled event registration management service is described according to an embodiment of the invention for application to both B2B and B2B2C transactions and which alleviates at least one of the foregoing disadvantages of conventional registration services. Although only one embodiment of the invention is disclosed, it will be apparent to one skilled in the art in view of this disclosure that numerous changes and/or modification can be made without departing from the scope and spirit of the invention.

Claims

1.   A network-enabled system for providing event registration management services to event organizers and attendees, comprising:

a network server for processing documents retrievable and viewable via a network by event organizers and attendees for providing information thereto and retrieving information therefrom;

an application server for generating the documents and providing the control logic for providing information to and retrieving information from the event organizers and attendees; and

a database server for storing and managing the information as data in a database, the data comprising

data regarding details of an event including time and venue thereof, and registration fee therefor, the event being organized by an event organizer and the details for informing an event attendee regarding the event,

data regarding information for preparing registration documents for registering the event attendee for the event, and

data regarding registration information in response to the registration documents, the registration information for registering the event attendee and paying the registration fee

wherein the application server uses the data regarding the preparation information for dynamically generating the documents by which the event organizer retrieves the registration information from the event attendee.

2.   The system as in claim 1, wherein the data stored and managed by the database server in the database further comprises data regarding payment by the organizer for use of the system in relation to the registration management of the event.

3.   The system as in claim 1, wherein the data stored and managed by the database server in the database further comprises data regarding content for generating a report in relation to the event.

4.   The system as in claim 1, further comprising a merchant server through which the system conducts a payment transaction with a payment facility.

5.   The system as in claim 1, further comprising a firewall through which the network server communicates with the organizer and attendee.

6.   The system as in claim 1, wherein the network server is a Web server and the network is the Internet.

7.   The system as in claim 6, wherein the documents are Web documents which are retrievable and viewable using a Web browser.

8.   The system as in claim 7, wherein the Web documents are JavaScript Page documents

9.   The system as in claim 8, wherein the control logic provided by the application server is programmed using Java servlets.

10.   The system as in claim 9, wherein the system is based on the Enterprise Java Beans standard.

11.   The system as in claim 1, wherein the database is a relational database.

12.   The system as in claim 11, wherein the data in the relational database is structured according to data tables.

13.   The system as in claim 1, wherein the data stored and managed by the database server in the database further comprises data regarding details of the organizer including name and address of the event organizer.

14.   The system as in claim 1, wherein the data stored and managed by the database server in the database further comprises data regarding hotel reservation for the event attendee, the hotel reservation information being dependent on input from the event attendee and accessible to a participating hotel providing accommodation for the event attendee.

15.   The system as in claim 1, wherein the data regarding information for preparing the registration documents for registering the event attendee for the event further comprises data relating to at least one of:

attendee demography;

registration categorization;

event related function;

hotel reservation; and

attendee payment methods.

16.   In a network-enabled system for providing event registration management services to event organizers and attendees, a method comprising the steps of:

processing via a network server, documents retrievable and viewable via a network by event organizers and attendees for providing information thereto and retrieving information therefrom;

generating the documents and providing the control logic for providing information to and retrieving information from the event organizers and attendees via an application server; and

storing and managing via a database server, the information as data in a database, comprising

storing and managing data regarding details of an event including time and venue thereof, and registration fee therefor, the event being organized by an event organizer and the details for informing an event attendee regarding the event,

storing and managing data regarding information for preparing registration documents for registering the event attendee for the event, and

storing and managing data regarding registration information in response to the registration documents, the registration information for registering the event attendee and paying the registration fee

wherein the application server uses the data regarding the preparation information for dynamically generating the documents by which the event organizer retrieves the registration information from the event attendee.

17.   The method as in claim 16, wherein the step of storing and managing via the database server, data in the database further comprises the step of storing and managing data regarding payment by the organizer for use of the system in relation to the registration management of the event.

18.   The method as in claim 16, wherein the step of storing and managing via the database server, data in the database further comprises the step of storing and managing data regarding content for generating a report in relation to the event.

19.   The method as in claim 16, further comprising the step of conducting a payment transaction between the system and a payment facility via a merchant server.

20.   The method as in claim 16, further comprising the step of using a firewall through which the network server communicates with the organizer and attendee.

21.   The method as in claim 16, wherein the step of processing via the network server, the documents comprises the step of processing via a Web server wherein the network is the Internet, the documents.

22.   The method as in claim 21, wherein the step of generating by the application server, the documents comprises the step of generating by the application server, Web documents which are retrievable and viewable using a Web browser.

23.   The method as in claim 22, wherein the step of generating by the application server, the Web documents comprises the step of generating by the application server, JavaScript Page documents.

24.   The method as in claim 23, wherein the step of providing by the application server, the control logic comprises the step of providing by the application server, the control logic programmed using Java servlets.

25.   The method as in claim 24, further comprising the step of basing the system on the Enterprise Java Beans standard.

26. The method as in claim 16, wherein the step of storing and managing via the database server, the data in the database comprises the step of storing and managing via the database server, the data in a relational database.

27. The method as in claim 26, wherein the step of storing and managing via the database server, the data in the relational database comprises the step of structuring the data in the relational database structured according to data tables.

28. The method as in claim 16, wherein the step of storing and managing via the database server, the data in the database further comprises the step of storing and managing via the database server, data regarding details of the organizer including name and address of the event organizer.

29. The method as in claim 16, wherein the step of storing and managing via the database server, the data in the database further comprises the step of storing and managing via the database server, data regarding hotel reservation for the event attendee, the hotel reservation information being dependent on input from the event attendee and accessible to a participating hotel providing accommodation for the event attendee.

30. . The method as in claim 16, wherein the step of storing and managing data regarding information for preparing the registration documents for registering the event attendee for the event data further comprises the step of storing and managing data relating to at least one of:

        attendee demography;

        registration categorization;

        event related function;

        hotel reservation; and

        attendee payment methods.

31. A computer program product for event registration management, comprising:

a computer usable medium having computer readable program code means embodied in the medium for providing, in a network-enabled system, event registration management services to event organizers and attendees, the computer program product having:

computer readable program code means for processing via a network server, documents retrievable and viewable via a network by event organizers and attendees for providing information thereto and retrieving information therefrom;

computer readable program code means for generating the documents and providing the control logic for providing information to and retrieving information from the event organizers and attendees via an application server; and

computer readable program code means for storing and managing via a database server, the information as data in a database, comprising

computer readable program code means for storing and managing data regarding details of an event including time and venue thereof, and registration fee therefor, the event being organized by an event organizer and the details for informing an event attendee regarding the event,

computer readable program code means for storing and managing data regarding information for preparing registration documents for registering the event attendee for the event, and

computer readable program code means for storing and managing data regarding registration information in response to the registration documents, the registration information for registering the event attendee and paying the registration fee

wherein the application server uses the data regarding the preparation information for dynamically generating the documents by which the event organizer retrieves the registration information from the event attendee.

32.   The computer program product as in claim 31, wherein the computer readable program code means for storing and managing via the database server, data in the database further comprises computer readable program code means for storing and managing data

regarding payment by the organizer for use of the system in relation to the registration management of the event.

33.   The computer program product as in claim 31, wherein the computer readable program code means for storing and managing via the database server, data in the database further comprises computer readable program code means for storing and managing data regarding content for generating a report in relation to the event.

34.   The computer program product as in claim 31, further comprising computer readable program code means for conducting a payment transaction between the system and a payment facility via a merchant server.

35.   The computer program product as in claim 31, further comprising computer readable program code means for using a firewall through which the network server communicates with the organizer and attendee.

36.   The computer program product as in claim 31, wherein the computer readable program code means for processing via the network server, the documents comprises computer readable program code means for processing via a Web server wherein the network is the Internet, the documents.

37.   The computer program product as in claim 36, wherein the computer readable program code means for generating by the application server, the documents comprises computer readable program code means for generating by the application server, Web documents which are retrievable and viewable using a Web browser.

38.   The computer program product as in claim 37, wherein the computer readable program code means for generating by the application server, the Web documents comprises computer readable program code means for generating by the application server, JavaScript Page documents.

39.   The computer program product as in claim 38, wherein the computer readable program code means for providing by the application server, the control logic comprises computer readable program code means for providing by the application server, the control logic programmed using Java servlets.

40.   The computer program product as in claim 39, further comprising computer readable program code means for basing the system on the Enterprise Java Beans standard.

41.   The computer program product as in claim 31, wherein the computer readable program code means for storing and managing via the database server, the data in the database comprises computer readable program code means for storing and managing via the database server, the data in a relational database.

42.   The computer program product as in claim 41, wherein the computer readable program code means for storing and managing via the database server, the data in the relational database comprises computer readable program code means for structuring the data in the relational database structured according to data tables.

43.   The computer program product as in claim 31, wherein the computer readable program code means for storing and managing via the database server, the data in the database further comprises computer readable program code means for storing and managing via the database server, data regarding details of the organizer including name and address of the event organizer.

44.   The computer program product as in claim 31, wherein the computer readable program code means for storing and managing via the database server, the data in the database further comprises computer readable program code means for storing and managing via the database server, data regarding hotel reservation for the event attendee, the hotel reservation information being dependent on input from the event attendee and accessible to a participating hotel providing accommodation for the event attendee.

45.   The computer program product as in claim 31, wherein the step of storing and managing data regarding information for preparing the registration documents for registering the event attendee for the event data further comprises the step of storing and managing data relating to at least one of:

    attendee demography;

    registration categorization;

    event related function;

hotel reservation; and
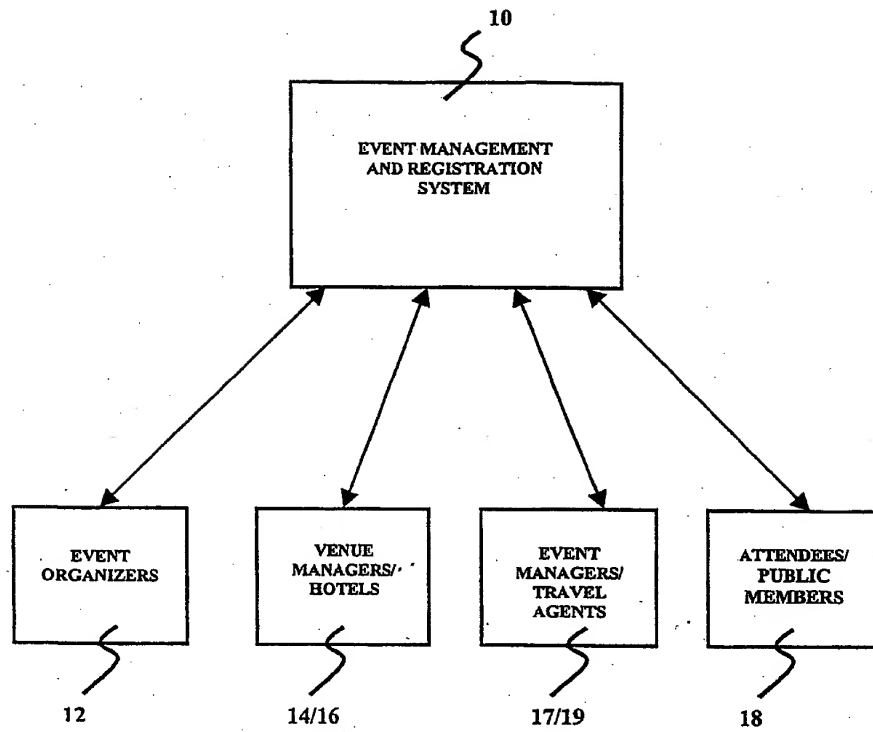
attendee payment methods.
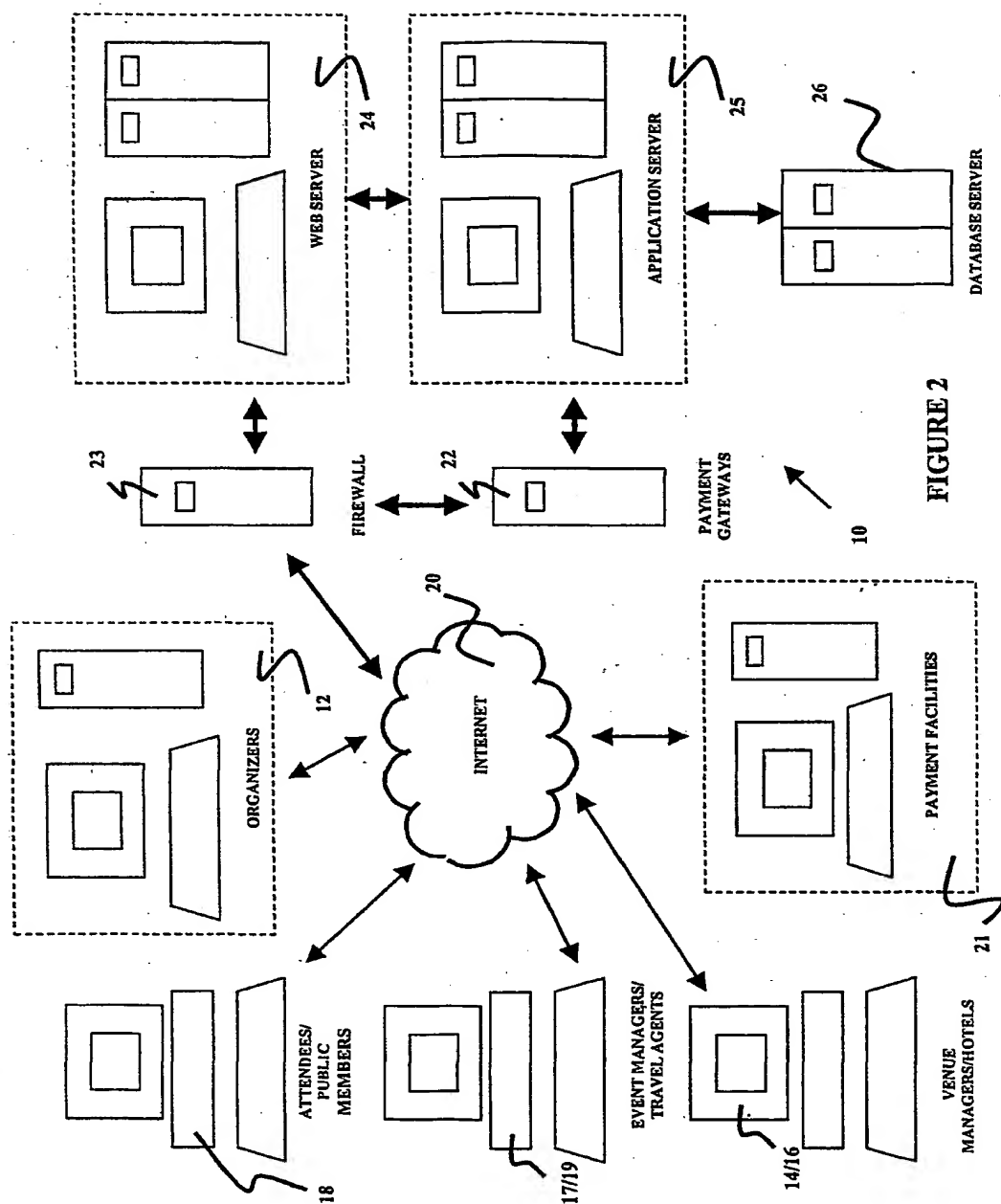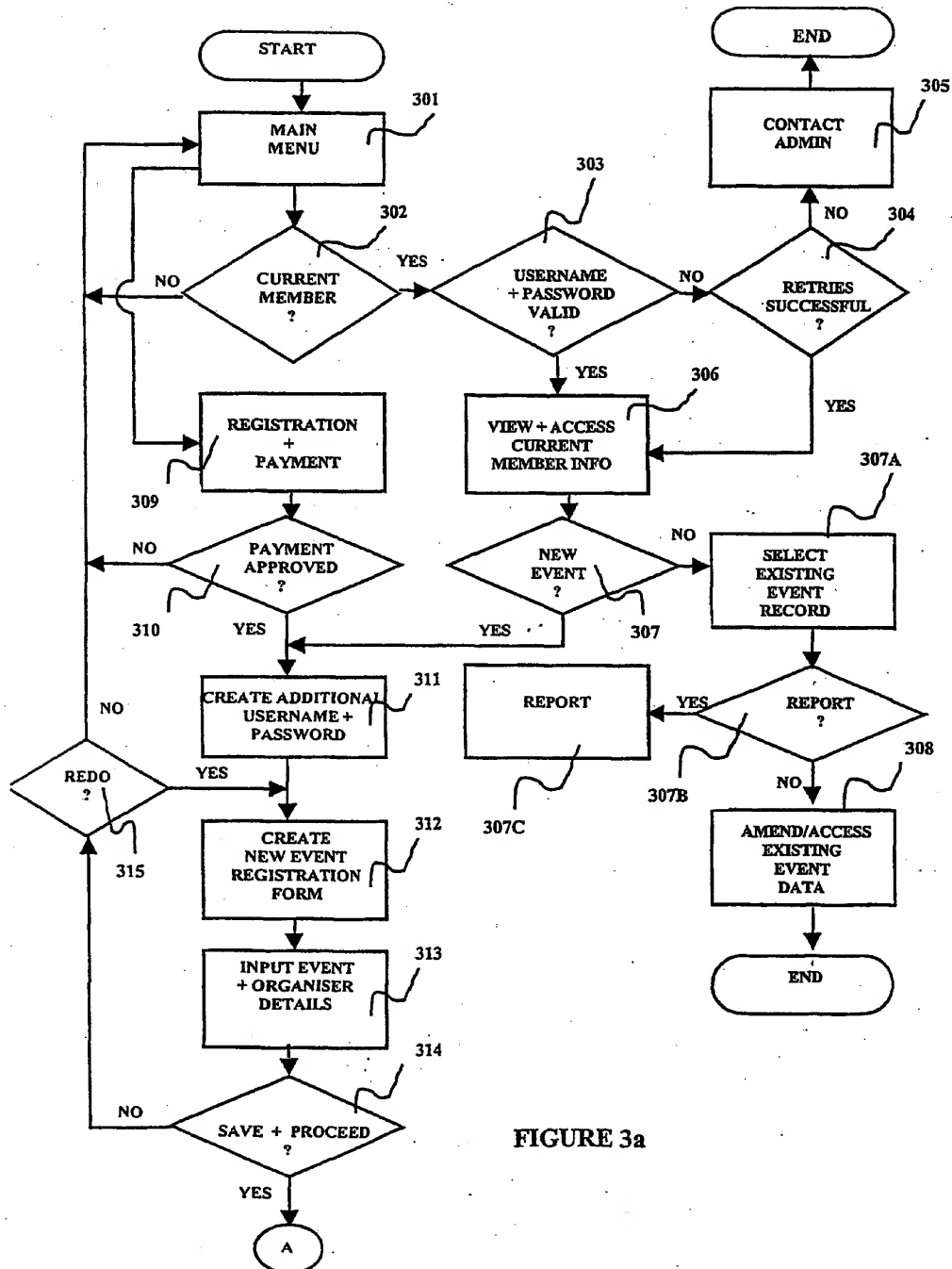
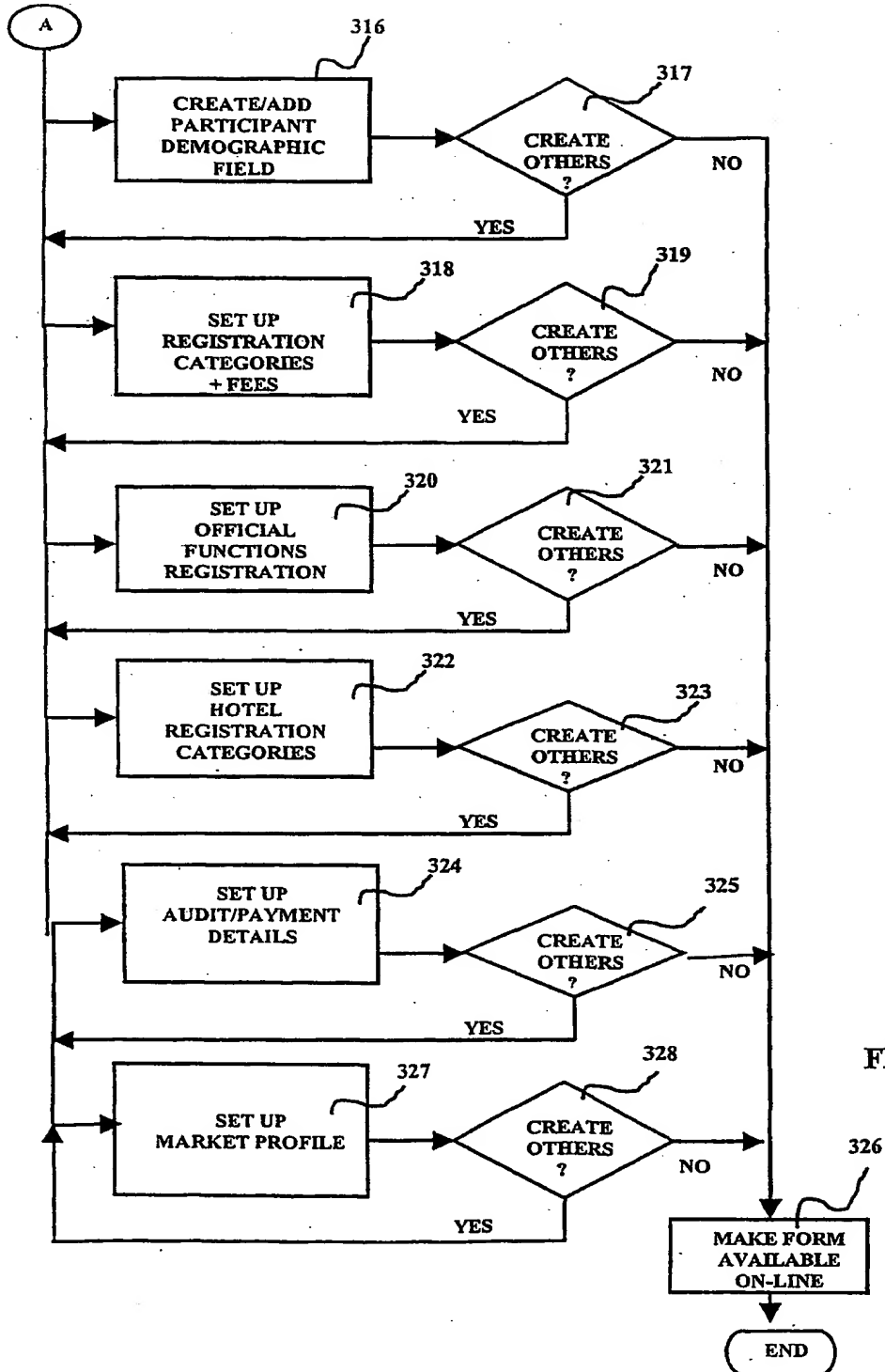10

EVENT MANAGEMENT
AND REGISTRATION
SYSTEM

| EVENT ORGANIZERS | VENUE MANAGERS/ HOTELS | EVENT MANAGERS/ TRAVEL AGENTS | ATTENDEES/ PUBLIC MEMBERS |

12   14/16   17/19   18

FIGURE 1

FIGURE 2

FIGURE 3a

A

316

CREATE/ADD PARTICIPANT DEMOGRAPHIC FIELD

317

CREATE OTHERS ?   NO

YES

318

SET UP REGISTRATION CATEGORIES + FEES

319

CREATE OTHERS ?   NO

YES

320

SET UP OFFICIAL FUNCTIONS REGISTRATION

321

CREATE OTHERS ?   NO

YES

322

SET UP HOTEL REGISTRATION CATEGORIES

323

CREATE OTHERS ?   NO

YES

324

SET UP AUDIT/PAYMENT DETAILS

325

CREATE OTHERS ?   NO

YES

327

SET UP MARKET PROFILE

328

CREATE OTHERS ?   NO

YES

326

MAKE FORM AVAILABLE ON-LINE

END

FIGURE 3b

START

ATTENDEE REGISTERS — 401

PAYMENT DETAILS TO PAYMENT FACILITY — 402

PAYMENT INFORMATION VALID ? — 403

NO

YES

REGISTRATION CONFIRMATION — 404

END

FIGURE 4a

```
                    ┌─────────────┐
                    │    START    │
                    └─────────────┘
                           │
                           ▼
              ┌────────────────────────┐
              │                        │ ⟍ 405
              │       RETRIEVE         │
              │        RECORD          │
              │                        │
              └────────────────────────┘
                           │
                           ▼
              ┌────────────────────────┐
              │                        │ ⟍ 406
              │        AMEND           │
              │        RECORD          │
              │                        │
              └────────────────────────┘
                           │
                           ▼
              ┌────────────────────────┐
              │                        │ ⟍ 407
              │        SUBMIT          │
              │      AMENDMENT         │
              │                        │
              └────────────────────────┘
                           │
                           ▼
                    ┌─────────────┐
                    │     END     │
                    └─────────────┘
```

FIGURE 4b

START

RETRIEVE
RECORD   408

VIEW
RECORD   409

FIGURE 4c

END

Figure 5a

Your list of events and online registration forms which you have created using "myregtool.com"

If the event/registration form is not listed, you will need to create a new online form using the options below.

	Event Name	Dates (dd/mm/yy)	Event Venue	Registration web site address
☐	idevelop 2000	28/08/2000 - 30/08/2000	Raffles City Convention	www.myregtool.com/idev2000
☐	Hospi2000	29/08/2000-01/09/2000	Suntec	www.myregtool.com/hospi2000
☐	OSHA2000	29/08/2000-01/09/2000	Suntec	www.myregtool.com/osha2000
	Sort by Event Name 🔽			

Select an existing event from the above list, followed by the options listed below
Icon	Enter new records or change existing records of an existing event
Icon	Set up or amend your registration confirmation letter
Icon	Preview or print registration confirmation letters and invoices
Icon	Preview or print registration reports and statistics
Create a new online registration form for a new event
Icon	*Create* a new online registration form for your event
Ammend an existing online registration form
Icon	*Ammend* an existing online registration form that you have already created
Create new Passwords
Icon	Create new passwords

Exit

FIGURE 5b

REGISTER TO USE "myregtool.com"

I need information on "myregtool.com" fees

Your Company/Organization

Company Name* [(Auto Upper Cap)]

Location Address* [ ]

[ ]

[ ]

Country [JAPAN ▼]   State [ ]

City [ ]   Zip Code [ ]

Telephone* [(area code-]   Fax [(area code-]

Company's web site [(Auto Upper Cap)]

Your Industry* [Computing Engineering Hardware ▼]

Your Contact Details

Title [Mr ▼]   Gender ○ Male ○ Female

First Name* [ ]   Last Name* [ ]

Job Title* [ ]

Telephone* [(xx)-(xxxxx]   Fax [(xx)-(xxxxx]

Your Email* : [(Auto Upper Cap)]

Billing Information for
"myregtool.com" to invoice your company

1. FOCUs5 fees shall be billed to your company on every 25 registrations processed through "myregtool.com".

2. FOCUs5 reserves the right to terminate your use of "myregtool.com" if the invoice is not paid within 15 days from the invoice date.

◉ **Please send the invoice to the address shown above**

○ [Billing Address]

We need a holding deposit

FIGURE 5c

Enter your password

Only supervisors may create additional passwords for other users. Please enter your password

Username : [   ]

Password : [   ]

[Submit] [Main] [<<Back]

FIGURE 5d (i)

Create passwords

Username : [_____]

Password : [_____]

Re-Enter Password : [_____]

Assign security options

☑ Supervisor ☑ Add new data

☑ Create new online forms ☑ Delete data

☑ Create registration letters ☑ Modify existing data

☑ Preview & Print ALL registration reports and statistics

☑ Preview & Print only HOTEL reports and
statistics>>>>>>>>>>>>>>>>>>>>>>>>> | Westin Stamford |
| Pan Pacific |

☑ Access to specific events
>>>>>>>>>>>>>>>>>>>>>> | idevelop2000 |
| Hospi2000 |

[Submit] [Clear] [<Back] [Main]

FIGURE 5d (ii)

Create a new online registration form for your event

Create an online registration form for your event by completing the information below. Upon submitting the information below, your online registration form shall be hosted on the web site within 10 minutes.

Select your favourite colour for the registration form

⬤ RED ⬤ BLUE ⬤ YELLOW (Colour Gradient Chart)

Update your event information

Insert Event Icon [Select File]   Insert Event Banner [Select File]

Event Name [   ]

From Date [Calander]   To Date [Calendar]

Event Venue [   ]

Venue Address [   ]

[   ]

Country [JAPAN   ▼]   State [   ]

City [   ]   Zip Code [   ]

Event Web Site [(Auto Upper Case)   ]

Hyperlink the online
registration form to> [(Auto Upper Case)   ]

Select your registration fees currency (maximum 2 currencies)

| Currencies accepted by your event | [DM ▼] | [USD ▼] |

Assign rights to your attendee

| ☑ Check his registration status | ☑ Change his registration details |

Start creating your registration sections

[Button] Create your attendee's demographics

[Button] Create your attendee's market profile

[Button] Create conference categories and fees

[Button] Create functions categories and fees

[   ]

FIGURE 5e (i)

Button Create hotel categories and fees

Button Create event's payment details

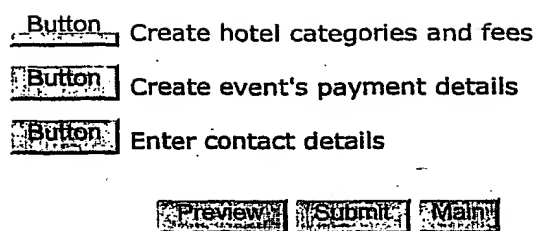Button Enter contact details

Preview Submit Main

FIGURE 5e (ii)

Create your attendee's demographics!

1. **The following shows the standard fields in the demographic section of online registration form**
2. **Please indicate which field is compulsory for the attendee to complete**

Add Notes/Instructions for the Attendee

Your attendee's demographics

Attendee ID [Auto assigned]   Group ID [Auto assigned]

Title : ○ Prof. ○ Dr. ○ Mr. ○ Mrs. ○ Ms.

First Name : [Compulsory]   Last Name : [Compulsory]

Job Title : [Not Compulsory]   Organisation : [Not Compulsory]

Mailing Address : [Not Compulsory]

Country : [Compulsory]   State : [Not Compulsory]

City : [Not Compulsory]   Zip Code : [Not Compulsory]

Telephone: [Not Compulsory]   Fax : [Compulsory]

Email : [Compulsory]

Attendee's accompanying person demographics

Title : ○ Prof. ○ Dr. ○ Mr. ○ Mrs. ○ Ms.

First Name : [Not Compulsory] Last Name : [Not Compulsory]

Title : ○ Prof. ○ Dr. ○ Mr. ○ Mrs. ○ Ms.

First Name : [Not Compulsory] Last Name : [Not Compulsory]

Create additional attendee demographic fields

Preview   Submit   Clear   <Back

FIGURE 5f

CREATE CONFERENCE CATEGORIES AND FEES

Add Notes/Instructions for the attendee

Registration Fee	Fee Before Dates		Fee Between Dates & Dates		Fee After Dates		Registration Capacity
Registration Category	Currency DM	Currency US$	Currency DM	Currency US$	Currency DM	Currency US$	
e.g. ITN Member	500	380	0	0	800	570	Capacity
e.g. Non ITN Member	600	470	0	0	900	650	Capacity
e.g Accompanying Pe	100	120	0	0	250	270	Capacity
							Capacity
							Capacity
							Capacity

Create additional conference categories

ENTER TAX RATE	
TAX [0] %	
☑ Above fees include taxes	☐ Above fees are subject to taxes

Preview   Submit   Clear   <Back

FIGURE 5g

Create Function Categories & Fees

Add Notes/Instructions for the attendee

Social Functions/Session	Dates	Time	Duration	Fee per person		Registration Capacity
				DM	US$	
Welcome Cocktail Reception	Calender	1830	2 hrs	30	18	Button
Hands-on Training	Calender	0900	3 hrs	150	210	Button
Techical Program	Calender	1300	3 hrs	180	220	Button
	Calender					Button
	Calender					Button
	Calender					Button

Create additional function categories

Enter Tax Rate	
TAX 0 %	
☑ Above fees include taxes	☐ Above fees exclude taxes

Preview   Submit   Clear   <<Back

FIGURE 5h

CREATE HOTEL CATEGORIES AND FEES

Add Notes/Instructions for the attendee

Hotel Name	Category	Distance From Event Venue	Room Rate	Amount of Deposit Required to confirm reservation		Maximum Number of rooms
				Currency DM	Currency US$	
Westin S	5 star	10 min w	Rate	500	400	Capacity
			Rate			Capacity
			Rate			Capacity
			Rate			Capacity
			Rate			Capacity

Create additional hotel categories

ENTER SERVICE CHARGE & TAX RATES	
Service Charge	10 %
Government Tax	3 %
Goods & Services Tax	1 %
☑ Rates include above taxes	☐ Rates are subject to taxes

Preview   Submit   Clear   <<Back

FIGURE 5i

Create Payment Profile for the attendee to make payment

Add Notes/Instructions for the attendee

Please indicate the methods of payment for this event		
☐ By Bank Draft	Made Payable to	e.g Sapphire 2000
☐ By Company Cheque	Mail to Address	e.g 12 Cantonment Road
☐ By Personal Cheque	Country	e.g Malaysia
☐ By Credit Card	☐ Amex ☐ Mastercard ☐ Visa ☐ JCB ☐ Diners	
☐ By Bank Transfer	Made Payable to	
	Account Number	
	Bank's Name	
	Bank's Address	
	Bank Sort Number	
	Country	JAPAN

Please indicate if you wish to use the online electronic payment facility (for more info).	○ Yes ○ No

Preview Submit Clear <Back

FIGURE 5j

Create your attendee's market profile

Add Notes/Instructions for the attendee

	Main Question	Sub - Questions
01.	e.g. Your industry Typ	Create Sub-Questions
02.	e.g. Purchasing Powe	Create Sub-Questions
03.	e.g. Purpose of Visit	Create Sub-Questions
04.	e.g. Company's Annu	Create Sub-Questions
05.		Create Sub-Questions
06.		Create Sub-Questions
07.		Create Sub-Questions
08.		Create Sub-Questions
09.		Create Sub-Questions
10.		Create Sub-Questions

Create additional profile questions

Preview Submit Clear <<Back

FIGURE 5k

EVENT SELECTED <tag:EventName>

SETUP / EDIT REGISTRATION LETTER TEMPLATE

<tag:EventName>
<tag:EventStartEndDate>
<tag:EventWebsite>
<tag: Host venue>
<tag:EventMailingAddress>
<tag:EventCity>, <tag:eventState>, <tag:EventCountry>, <tag:EventPostalCode>

REGISTRATION LETTER

< Include server date>

<Title><FirstName><LastName>
<JobTitle>
<Organisation>
<MailingAddress>
<City><State>
<Country><c>

Dear <Title><lastName>,

Please enter your opening text

Thank you for your registration for <tag:event
<tag:eventvenue>

Your registration ID is <tag:regid>. Please q
future correspondence.

YOUR PERSONAL DETAILS

Group ID	<group Id>
Registration ID	<reg Id>
Registration Name	<FirstName><LastName>
Company	<Company>
Job Title	<JobTitle>
Address	<Address1>
	<Address2>
	<Address3>
	City <city>, State <state>
	Country <Country> Postal Code<postal Code>
Telephone	<Telephone>
Fax	<Fax>
Email	<Email>

YOUR REGISTRATION SUMMARY

Please select the following items to be included in the letter

FIGURE 51 (i)

CONTACT DETAILS

<tag:ContactDetail.LastName> <tag:ContactDetail.FirstName>
<tag:ContactDetail.JobTitle>
<tag:ContactDetail.Organisation>
<tag:ContactDetail.MailingAddress>
<tag:ContactDetail.City> <tag:ContactDetail.State>
<tag:ContactDetail.Country> <tag:ContactDetail.PostalCode>
<tag:ContactDetail.Telephone>
<tag:ContactDetail.Fax>
<tag:ContactDetail.Email>

(Back) (Clear) (PREVIEW)

FIGURE 51 (ii)

Idevelop 2000
28 AUGUST - 31 AUGUST 2000
www.myregtoool.com/idevelopsin
RAFFLES CITY CONVENTION CENTER
1 STAMFORD ROAD
SINGAPORE.

REGISTRATION LETTER

Registration ID# SINO1234

11-AUG-2000

MR. WOON SHOI HENG
DIRECTOR - PRODUCT PLANNING
APEX SYSGTEMS PTE. LTD
516 VICTORIA STREET, UNIT 04-02/03
SINGAPORE 188299

Dear Mr WOON,

Thank you for registration for Idevelop2000, at Raffles City Convention Center, Singapore

Your regdstgration ID is SINO1234 . Please quote your
registration ID in all future correspondences.

YOUR REGISTRATION DETAILS

Registration ID	SINO1234
Registration Name	JAMES TAN ENG POON
Organization / Company	VERTICAL SOLUTIONS INC
Job Title	DIRECTOR OF MARKETING
Address	534B NORTH BRIDGE ROAD
	Los Angeles, CA 92222
	USA
Telephone	(65) 337 6288
Fax	(65) 333 9266
Email	camnet@mbox2.singnet.com.sg

THE REGISTRATION FEES

Registration Categories	Amount Required	Amount Outstanding
Conference Registration Description	US$800	US$400
Function Registration Description	US$200	US$150
Hotel Registration Description	US$100	US$100
Total	US$1100	US$650

PAYMENT INSTRUCTIONS

Mode of Payment	Bank Telegraphic Transfer
Payable To	IDevelop2000
Bank Name	DBS BANK
Address	213, Great World City
	Los Angeles, CA 92222
	USA

RECEIPT DETAILS - Latest Payment

Receipt Number	441023
Date of Receipt	<Tag:transactDate>
Total Amount Received	US$250
Paid by	PERSONAL CHEQUE
Cheque Number	UOB - 776803

FIGURE 5m (i)

HISTORY OF PAYMENT-Your Past Records

Receipt Number	440972
Date of Receipt	\<Tag:transactDate\>
Total Amount Received	US$200
Paid by	CREDIT CARD
Card Holder Name	WOON SHOI HENG
Card Type	VISA

Receipt Number	326651
Date of Receipt	\<Tag:transactDate\>
Total Amount Received	US$100
Paid by	CREDIT CARD
Card Holder Name	WOON SHOI HENG
Card Type	VISA

\<closing text\>

For Further Information, Please Contact

James Tan
Customer Services Manager
IDG Group
18 Nell Street
North Bridge Road
Singapore 188749
Tel: (65) 337 6288
Fax: (65) 333 9266
Email: idg@singnet.com.sg

(Back)   (Submit)

FIGURE 5m (ii)

EVENT SELECTED: <tag:EventName>

SETUP GROUP INVOICE

<tag:EventName>
<tag:EventStartEndDate>
<tag:EventWebsite>
<tag: Host venue>
<tag:EventMailingAddress>
<tag:EventCity>, <tag:eventState>, <tag:EventCountry>, <tag:EventPostalCode>

INVOICE

Group ID # <Group ID>
Registration ID # <FirstReg ID> To <LastReg ID>

< Include server date>

<Group><GrpTitle><GrpLastName>
<grpPosition>
<grpOrganisation>
<grpAddress>
<City><State>
<Country><PostalCode>

DETAILS	AMOUNT REQUIRED	AMOUNT OUTSTANDING

PAYMENT DETAILS

<Tag: data extracted from payment details setup module>

(Back)   (Clear)   (Submit)

FIGURE 5n

EVENT SELECTED: <tag:EventName>

REGISTRATION LETTERS / INVOICES / REPORTS / STATISTICS

You may print specific records by selecting the following criteria.

Please specify criteria show below.

If no criteria is specified, all records shall be shown in the reports.

Selection By Attendee Details

From Registration ID

To Registration ID

Multiple ID
(enter each ID followed by a comma)

Organisation

Country

| Country ▼ |

Record last Updated Date:
FROM

TO

| As at 28-Jul-2000 ▼ |

| As at 28-Jul-2000 ▼ |

Selection By Attendee Market Profile

| What industry are you from? ▼ |

(**Select Profile**)

Selection by Registration Types

Registration Categories	Paycodes	Last Update Status
☐ Conference Registration	Guest ▼	✳
☐ Functions Registration	Not Paid ▼	✳
☐ Hotel Registration	Partial Payment ▼	✳

(**Back**)

(**Submit**)

For Demo only (Will not show in actual)
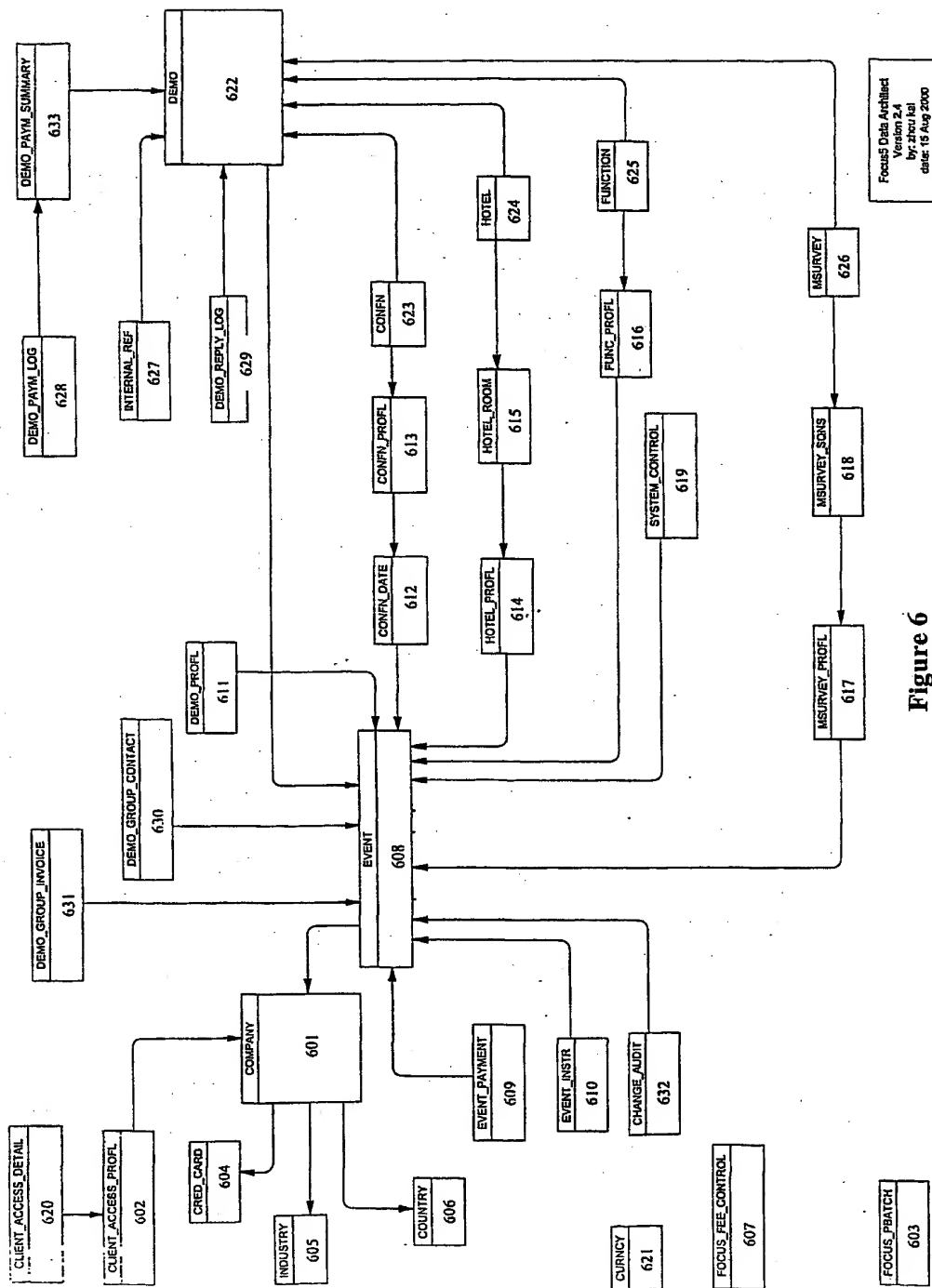
Conference Report
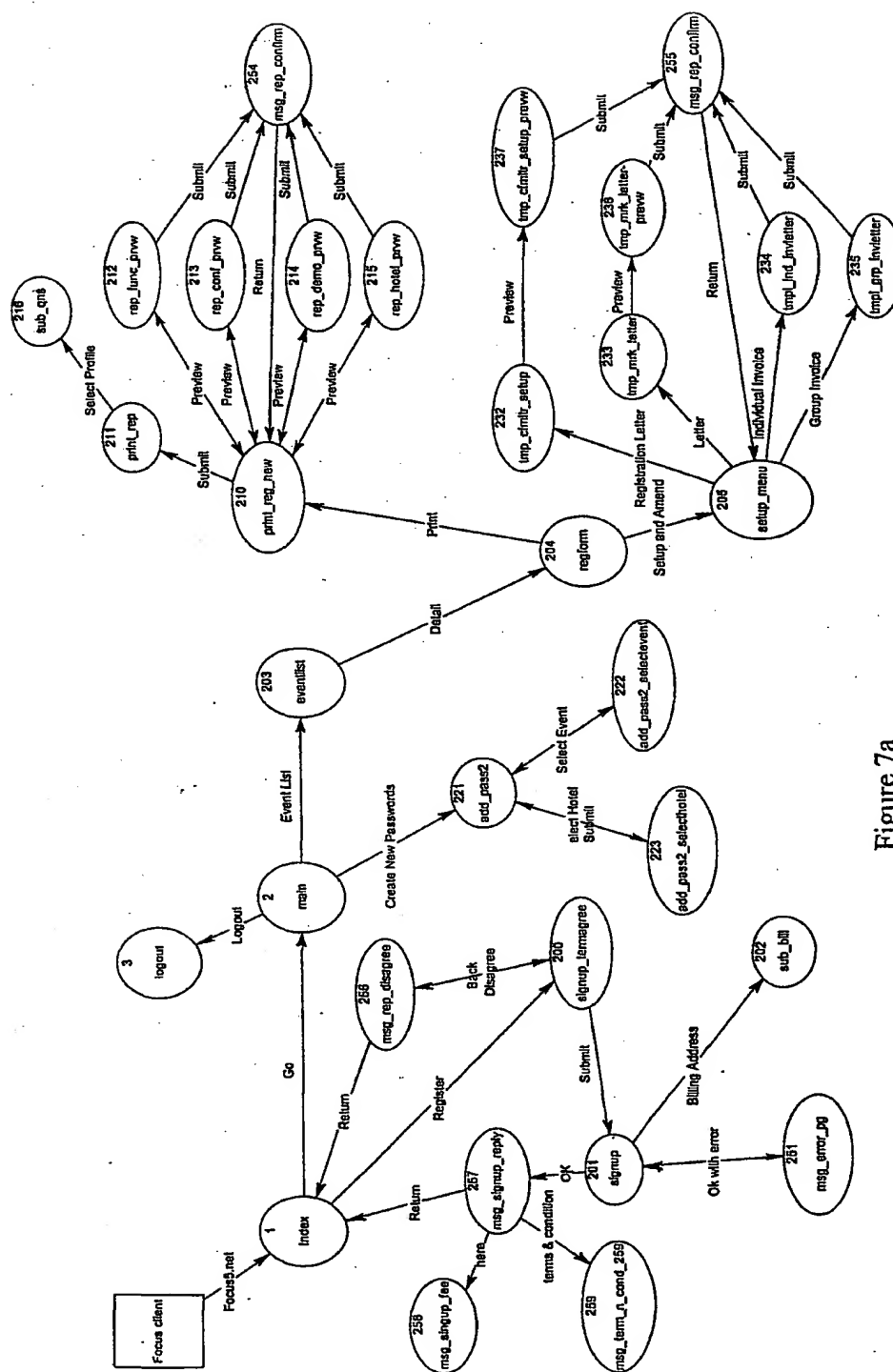Accommodation Report
Demographics Report
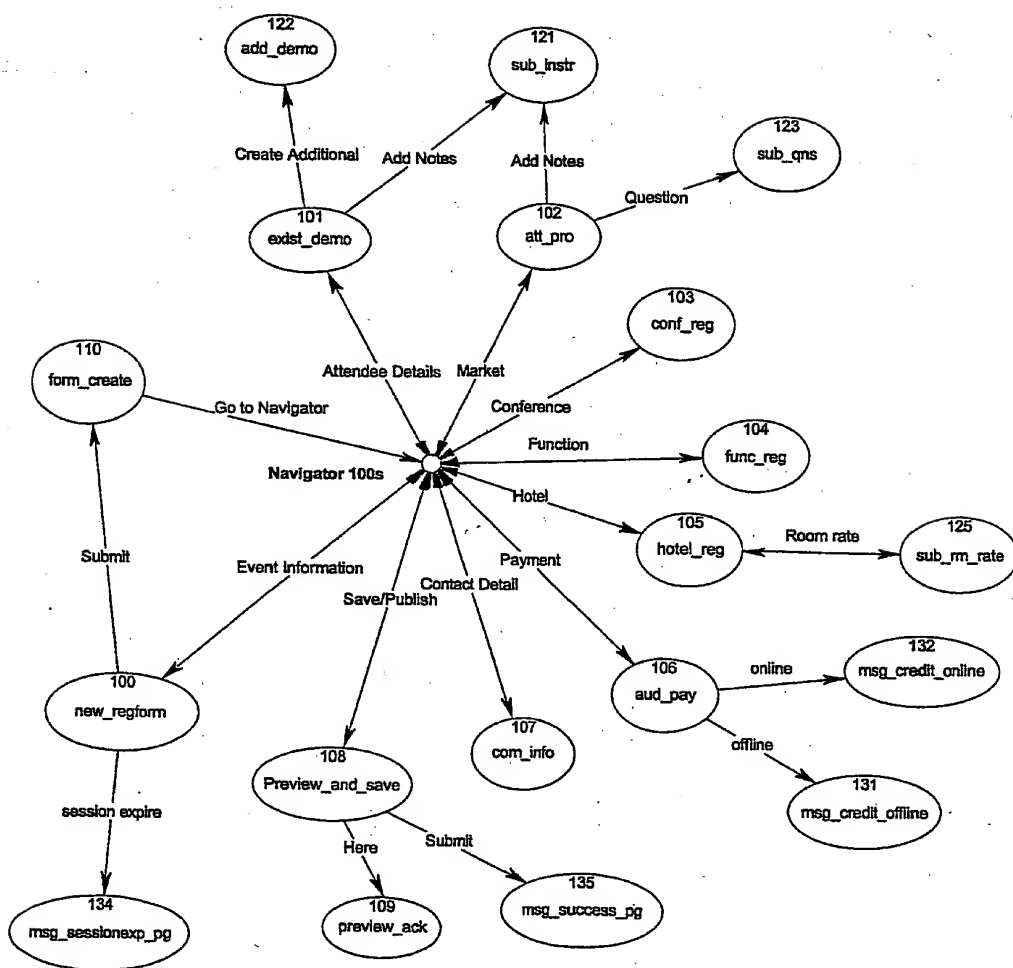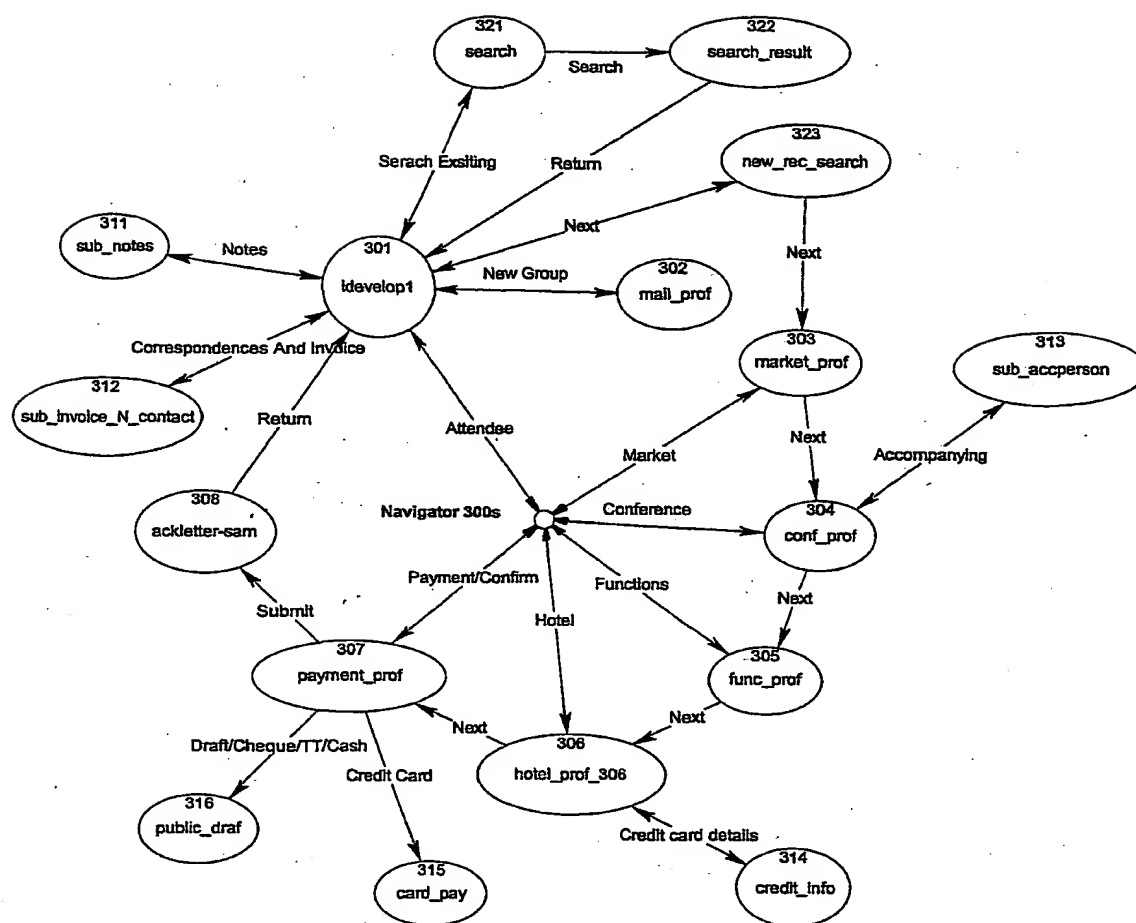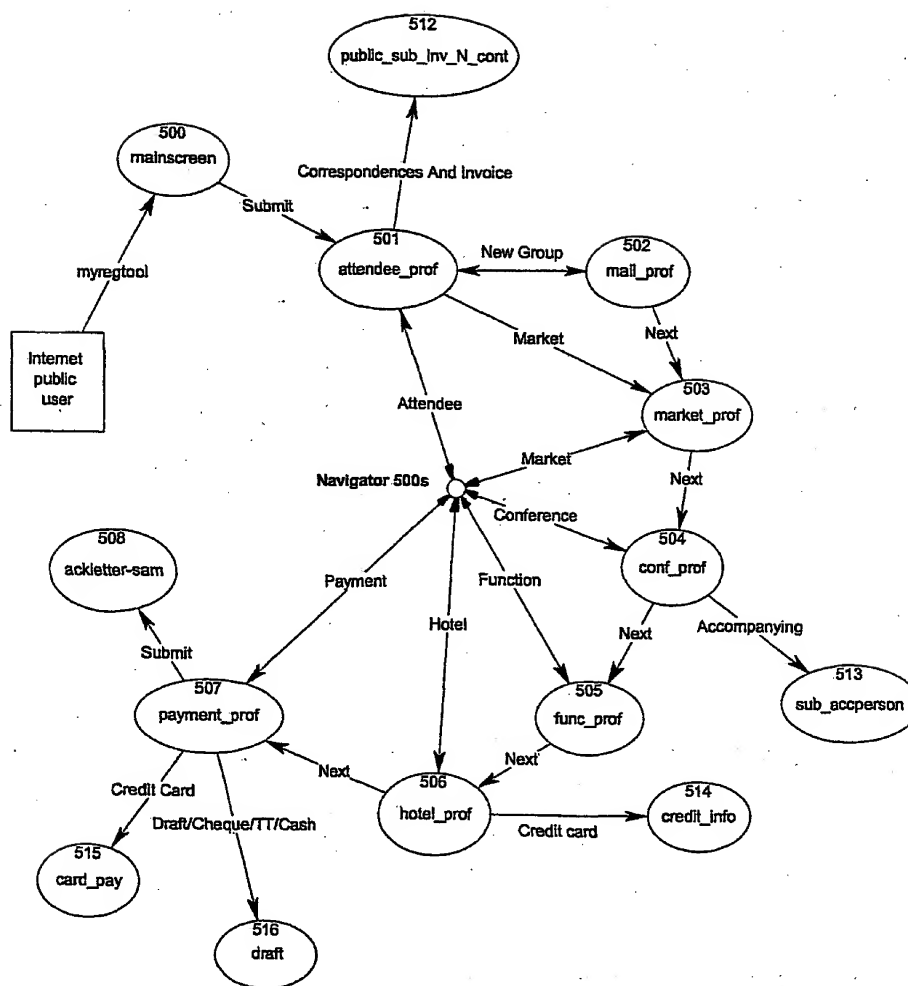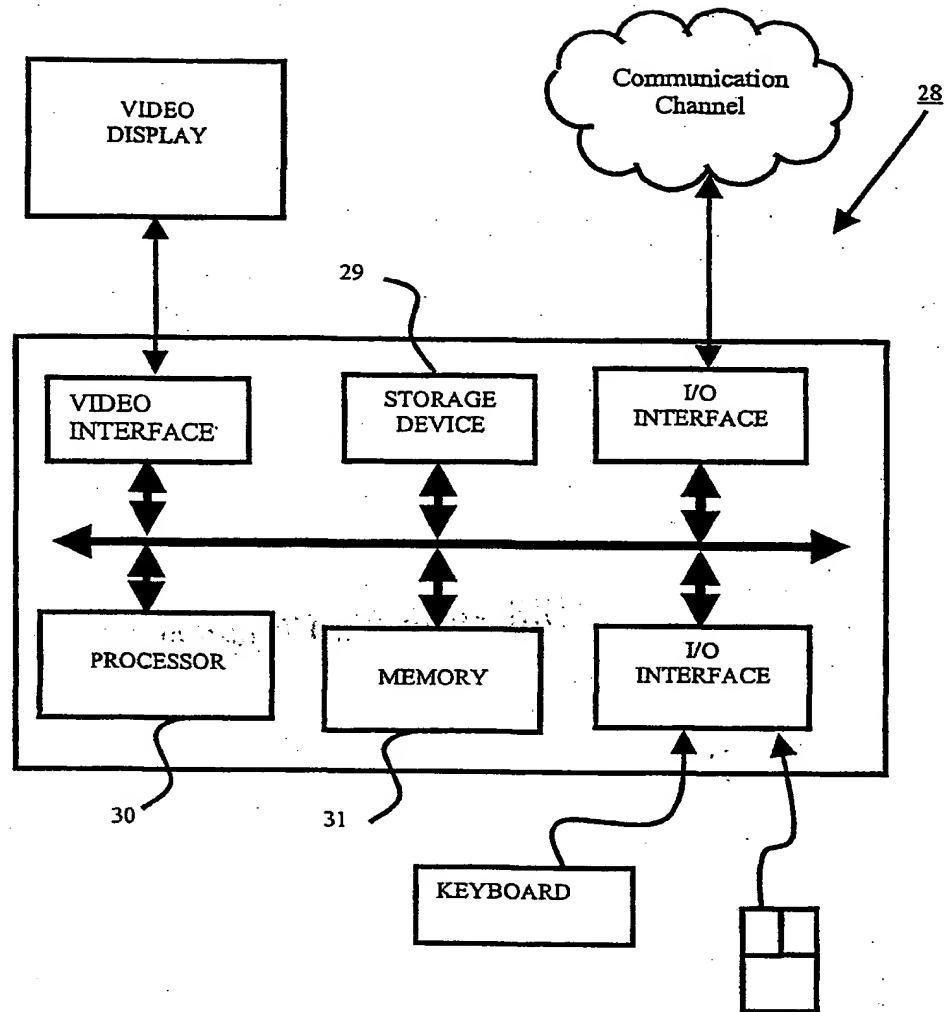Function Report

FIGURE 5o

Figure 6

Figure 7a

Figure 7b

Figure 7c

Figure 7d

Figure 8

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